Comptia Passguide 220-802 Exam Questions & Answers

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Comptia 220-802 Exam Questions & Answers

Exam Name: CompTIA A+ Certification Exam (220-802)

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QUESTION 1
You need to automatically check for performance issues in Windows 7. Which tool is the best option?

A. Device Manager in the Control Panel
B. Troubleshooting item in the Control Panel
C. Task Manager
D. Upgrade Advisor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The Troubleshooting item in the Control Panel of Windows 7 can automatically check for performance issues. You can check for issues with hardware, networking, applications, and security. You must set the Control Panel to either small or large icons because the Troubleshooting item is not shown in Category view. The Device Manager is where you go to reconfigure devices, change device settings, and install/update drivers. The Task Manager gives some information about the performance of the computer, but there is no automatic check for performance issues. The Upgrade Advisor (for Windows
7) is a downloadable tool that can tell you whether an older OS can be upgraded to Windows 7.

QUESTION 2
Which of the following is used by BitLocker to provide an encryption key and to protect data? (Select the best answer.)

A. TPM
B. CMOS
C. IRQ
D. AGP

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
A Trusted Platform Module (TPM) is used by BitLocker to provide an encryption key and to protect data. This module is normally located on the motherboard in the form of a chip. You can also use a USB drive to store the encryption key if the computer does not have a TPM chip. CMOS stands for complementary metal-oxide semiconductor, the chip that retains the time and date, and other settings for the BIOS. An IRQ is an Interrupt ReQuest; the number that identifies a device to the CPU. AGP stands for Accelerated Graphics Port, a video-only expansion bus that has been mostly replaced by PCI Express.

QUESTION 3
You want to verify that the local computer's network card is functioning properly. Which IP address should you use?

A. 10.0.0.1
B. 255.255.255.0
C. 127.0.0.1
D. 192.168.0.1

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
You should ping the local loopback address of the computer. The best way to do this would be to type in the Command Prompt. However, you could also type ping localhost, or ping ping 127.0.0.1
. This can tell you if the network card (and TCP/IP) is working properly for the local computer.
loopback
If IPv6 is installed and working properly, ping localhost and ping loopback return the result:
. Afterward, if the computer is cabled to the network, you could attempt to ping the Reply from ::1
default gateway, whatever that address might be. 10.0.0.1 and 192.168.0.1 are possible IP addresses for hosts and are common for default gateways, but in this scenario you don't know if these addresses are being used, or if a default gateway even exists. Also, neither of them are the local loopback address. Most of the time, addresses ending in .1 will be reserved for routers, servers, and so on, not client computers. For example, D-Link historically has used 192.168.0.1 as the default IP address for its routers. 255.255.255.0 is a default Class C subnet mask and not an IP address. You would not ping that address.

QUESTION 4
Your customer has a computer (called comp112) that has been infected by a worm. The worm has propagated to at least 30 other computers on the network. What should you do first before attempting to remove the worm from the computer named comp112?

A. Log the user off the system.
B. Boot the system in Safe Mode.
C. Run a full virus scan.
D. Disconnect the network cable from the computer.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Before you do anything else, disconnect the network cable from the computer, in this case comp112. This can help to isolate the problem. You might also decide to disconnect the network cables from any other systems that were infected by this worm. Sometimes, it is easier to do this at the server room. After the network cable is disconnected, the computer should be shut down (which will log off the user anyway) and rebooted into Safe Mode. Then, the worm should be isolated and quarantined. Finally, a full virus scan should be run. This of course is just a quick example; you probably need to do more to resolve this problem on all computers concerned.

QUESTION 5
Which command should you use to find out the integrity of a hard drive?

A. CHKDSK

B. FDISK
C. FORMAT
D. IPCONFIG

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
CHKDSK is the best tool listed to determine the integrity of a hard drive. It can also check the disk surface for errors such as bad sectors and can repair some errors. Another good answer would be the System File Checker (SFC) tool, which can repair errors that CHKDSK cannot. FDISK is a DOS-based command that allows you to partition a hard drive from the command-line; it is not used in newer versions of Windows. FORMAT is the command used to write a file system to a partition, logical drive, or volume of a hard drive. IPCONFIG is used to find out the TCP/IP configuration of a network adapter.

QUESTION 6
Your boss asks you to find a list of routers along a given path through multiple networks.
What command can help you?

A. PING
B. IPCONFIG
C. TRACERT
D. NSLOOKUP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The trace route (TRACERT) program displays a list of routers along a path that starts at the local computer and ends at the requested destination. For example, tracert davidlprowse.com would show all network routers between the computer initiating the trace and the final destination: the web server that hosts the davidlprowse.com website. PING tells you if another computer on the network is accessible. IPCONFIG shows the TCP/IP configuration for your computer's network adapters. NSLOOKUP gives information about a name server and can resolve domain names to IP address.

QUESTION 7
Your customer's laptop's LCD is being scratched by the keyboard when the lid is closed.
What would prevent this from happening?

A. Replace the rubber bumpers.
B. Replace the LCD hinges.
C. Replace the LCD panel.
D. Replace the keyboard.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
You should replace the rubber bumpers. These can wear down over time or might become unstuck from the laptop. These bumpers create a space between the keyboard and the LCD; without them, the LCD can get scratched by the keyboard. If the laptop opens and closes okay, then there is no reason to replace the hinges, because they won't change how the screen is touching the keyboard. The LCD panel is only scratched; it hasn't failed as of yet, so it doesn't need to be replaced. The keyboard is most likely not the cause of the problem. There is the uncommon possibility that the keyboard is not mounted properly; a quick sideways glance at the laptop keyboard surface can tell you right away. You would have to remove the laptop bezel and reconnect the keyboard properly if this is the case. However, it is more likely that the rubber bumpers fell off or became worn down.

QUESTION 8
You have been asked by a customer to add a second optical drive, to be referenced as M: on a computer running Windows 7. What is the best place to accomplish this?

A. Disk Management
B. Administrative Tools
C. Device Manager
D. Event Viewer

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
After you physically install the drive, it needs to be configured as M: within the Disk Management tool. Disk Management is where you go to create partitions, assign drive letters, work with volumes, format drives, and so on. Administrative Tools is an entire set of tools that includes the Computer Management console, another location that offers the Disk Management tool. This answer is incorrect because it is not the actual tool needed, but an indirect way to access it. The Device Manager is used to analyze and configure devices. The Event Viewer is used to analyze the log files concerning the OS, applications, and security.

QUESTION 9
A user attempts to print a large image but only half the graphic prints out. What is the most likely reason for this?

A. The printer doesn't support the job's language.
B. The printer needs more memory.
C. The print driver needs to be updated.
D. The network connection is faulty.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
If the printer is printing only half of an image, it probably needs a memory upgrade. Larger print jobs require more memory. Most laser printers can be upgraded to 2x or 4x the stock amount of RAM. The standard "language" for printers is Printer Command Language (PCL), and most printers will be compatible with this protocol. If the driver is incorrect, the document will either not print at all or will print as gibberish. If the network connection is faulty, the print job would fail altogether.

QUESTION 10
Which of the following printer failures is described as a condition in which the internal feed mechanism stopped working temporarily?

A. No connectivity
B. Corrupt driver
C. Paper jam
D. Power cycle

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
A failure that occurs due to the internal feed mechanism stopping is known as a paper jam. For example, an HP LaserJet might show an error code 13.1 on the display, which means that there is a paper jam at the paper feed area. You would want to verify that the paper trays are loaded and adjusted properly. A No Connectivity message would mean that the printer is not currently connected to the network. A corrupt driver loaded on a

workstation would cause any print job from that computer to either fail or print nonsense. A Power Cycle message means that the self-diagnostic program has encountered a problem and is telling you to shut down the printer and turn it back on. This will reset the printer, which can fix many of the issues that can occur.

QUESTION 11
One of your co-workers is attempting to access a file on a share located on a remote computer. The file's share permissions are set to allow the user full control; however, the NTFS permissions allow the user to have read access. What will be the user's resulting access level for the file?

A. Read
B. Write
C. Modify
D. Full Control

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The user will have only read access to the file. Remember that NTFS permissions take precedence over share permissions, even if the share-level permissions offer a higher level of access. It is possible for the user to get write, modify, or full control access, but only if the NTFS permissions are configured to allow the user to do so.

QUESTION 12
You work at a PC bench and receive a laptop that has a dim display. You confirm that it is a hardware issue. Which part should be replaced first?

A. LCD panel
B. Video adapter
C. Display harness
D. LCD inverter

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
If you see a dim laptop display that cannot be brightened through the use of a button or knob near the keyboard, then the LCD inverter might need to be replaced. The inverter supplies the power to the backlight of the display. If it fails, you should still dimly see the displayed OS; using a flashlight can aid in this. To fix this, you would need to disassemble the LCD and then replace the inverter, which is simply a small circuit board. If the video adapter fails, you won't see anything on the screen, even dimly. This is rarer, and the video adapter is usually integrated into the motherboard.

QUESTION 13
A customer cannot access some Internet websites but can connect to resources inside the LAN. You can use the PING command to test the user's connectivity. What command should you run next to troubleshoot this issue?

A. NET USE
B. NETSTAT -r
C. NBTSTAT -R
D. IPCONFIG/FLUSHDNS

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
You should run an IPCONFIG/FLUSHDNS. This remove entries from the local computer's DNS cache that has the domain name to IP address mappings. If customers can access some websites, you know they have connectivity to the Internet; however, it could be that the DNS cache is corrupted, or that the HOSTS file has been compromised, causing certain websites to become inaccessible. NET USE enables you to map network drives in the command-line. NETSTAT r displays the local computer's routing table. NBTSTAT R (note the capital "R") purges and reloads the remote cache name table.

QUESTION 14
You just finished upgrading a video card in a PC. When you reboot the system, nothing displays on the screen. What is the most likely cause?

A. The onboard video of the motherboard is still enabled in the BIOS.
B. New video cards require new monitors because their resolutions do not match.
C. The new video card must be enabled by a dipswitch on the motherboard.
D. The new video card must be installed within the OS first.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If you upgrade a video card and nothing displays on the screen, then the onboard video of the motherboard might still be enabled in the BIOS. This can cause a conflict until it is turned off. New video cards do not necessarily require a new monitor unless the current monitor does not use the same video standard or connector; the resolution of each usually does not play into this scenario. Dipswitches are far less common on motherboards nowadays; the video card need only be installed and given power to function. The video card should display to the monitor when first installed, but it won't have full functionality until the driver is installed.

QUESTION 15
You are setting up a SOHO wireless network. Which of the following provides the best security?

A. Disable SSID broadcasting and configure WEP
B. MAC address filtering
C. IP address filtering
D. Enable SSID and configure WPA2

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Of the answers, the best security in a SOHO wireless network is to enable SSID and to configure WPA2. Yes, disabling SSID is a common security technique employed by security professionals, but having SSID enabled with WPA2 is far more secure than disabling the SSID with WEP configured. WEP is deprecated, and WPA2 is much more secure. In essence, the number one thing you should be concerned with for wireless security is strong encryption--everything else is secondary including disabling the SSID, MAC address filtering, and IP address filtering--if your SOHO device is even capable of that.

QUESTION 16
Which of the following is a common e-mail service that people use on their smartphone?

A. POP3
B. Outlook
C. HTTP

D. GMAIL

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Gmail is a common e-mail service provided by Google that people can use on their smartphone. HTTP is the Hypertext Transfer Protocol and is not a service. Users might utilize Gmail on their computer as well as within a web browser, but that uses the protocol HTTPS because those sessions should be secure. POP3 is a protocol used by applications such as Microsoft Outlook to download e-mail. Outlook normally runs on a computer and not on a smartphone.

QUESTION 17
A technician is attempting to backup 5 GB of data to an external hard drive that has been formatted as FAT32; however the backup keeps failing. What is the best way to solve the problem?

A. Reformat the drive as NTFS.
B. Replace the drive.
C. Back up the data to a USB drive.
D. Back up to CD-ROM.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If the backup keeps failing, you should look at the file system used on both drives. If the drive where the data is backed up to uses FAT32, and there is currently no data on that drive, it should be reformatted as NTFS. NTFS is the superior choice for a variety of reasons, plus it is more common than FAT32. Always try to reformat the drive before you incur the cost of a replacement. From the scenario, you don't know the original type of backup drive. It might already be a USB drive, but who knows? Many USB flash drives are preformatted as FAT32. Regardless of all this, before trying another drive, try reformatting to NTFS first. A CD-ROM does not have enough storage space for the amount of data you need to backup. Plus, optical media is good for long-term backups that won't be used often. But if the technician in the scenario is trying to back up to hard disk, then it can be assumed that the data will be needed more often, and requires a faster solution such as SATA, or at least USB, either of which should be formatted as NTFS.

QUESTION 18
A laptop you are troubleshooting will not display any video through the laptop's screen or through external monitors. What should you replace?

A. Inverter
B. Video card
C. LCD
D. Drivers

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
If the laptop can't display on the LCD or on an external monitor, that tells you that the video card is most likely faulty. The laptop would need to be opened to replace this. In some cases, it is integrated to the motherboard, requiring an entire motherboard replacement. If the inverter fails you would still see a dim display (which can be aided by using a flashlight) and the external monitor should work fine. If the LCD fails, you would not see anything on the display, but the external monitor again would function fine. Incorrect drivers can give a variety of

problems such as unattainable maximum resolutions, or a garbled screen. However, the display should show something in that case, and should work fine in Safe Mode, where new drivers could be installed.

QUESTION 19
Which of the following utilities enables a Windows 7 user to edit a file offline, and then automatically update the changes when the user returns back to the office?

A. Sync Center
B. Windows Aero
C. Windows Defender
D. HomeGroup

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The Sync Center is a feature of Windows that enables you to keep information synchronized between your computer and network servers. You can still access the files and modify them even if you don't have physical access to the server; in this case they are modified "offline" and are synchronized automatically when you return to the network. Some mobile devices are also compatible with Sync Center. The Sync Center can be configured within the Control Panel. Windows Aero is the premium visual experience included in some versions of Windows Vista and Windows 7. Windows Defender is the free Microsoft antimalware program. HomeGroup is meant to quickly and easily share printers and media between Windows 7 computers in a home network.

QUESTION 20
A customer's laser printer is printing a blank streak along one edge of each page, but is otherwise printing normally. What is the most likely reason?

A. The paper is too thick.
B. The toner cartridge is low.
C. The fuser is damaged.
D. The printer needs to be rebooted.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If you see a blank streak along one edge of each page, but the rest of the print job is normal, then the fuser could be damaged. You need to shut down the printer and wait for 10 to 15 minutes while the fuser cools before replacing it. While replacing it, consider installing the entire maintenance kit for the printer. Some printers' displays let you know when the fuser needs to be replaced. If the paper is too thick it can most likely cause a paper jam at the entrance or exit rollers; if it is extremely thick and it happens to make it past the entrance rollers, it probably won't even get past the fuser. If the toner cartridge is low, the entire page of information will be lighter. Rebooting this printer will not fix the fuser, but the printer should be rebooted several times after the fuser is installed to make sure it works properly. Some error messages on printers require a reboot only, but this issue is too serious, and the printer needs to be taken offline, shut down, and properly repaired.

QUESTION 21
Which of the following tools can illuminate a network card's LED light when connected?

A. POST card
B. Loopback plug
C. PSU tester
D. Multimeter

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The loopback plug is used to test a network card. It acts as a pseudo-network for the network card and tests whether the card is functional; if so, the LED lights up on the card. A POST card is plugged into a motherboard and is used to analyze PC booting issues. A PSU tester is used to test a power supply. The multimeter has a variety of testing purposes such as testing individual wires in a computer and testing AC outlets.

QUESTION 22
One of your organization's technicians reconfigures the BIOS boot order on a PC and sees that the system time is incorrect. The technician resets the clock to the correct time but sees that a couple days later, the system time is wrong again. What is the most likely cause?

A. The motherboard is not seated properly.
B. The time zone settings are incorrect in the OS.
C. The CMOS battery has failed.
D. The power supply is not providing the correct voltage.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If the technician reset the time in the BIOS and it fails a few days later, this most likely means that the CMOS battery has failed. The CMOS battery is in charge of keeping the time and date. When it fails, it often changes to Jan 1, 2000, and in many cases this will affect the OS time as well. Changing the OS time will not fix the problem because every time the system is rebooted, the BIOS will feed the false time to the OS. The battery, usually a CR 2032 lithium battery needs to be replaced; they only have a shelf life of 5 to 10 years or so. Even if the computer's operating system has its time synchronized to a time server, the battery should still be replaced because it maintains many other settings for the BIOS. If the motherboard were not seated properly, it could possibly fail, and the system would not boot. As long as the power supply can connect to the motherboard, it should provide the correct voltage; the battery typically needs 3 volts. However, if the power supply doesn't provide enough wattage, then the system might intermittently shut down or have problems booting.

QUESTION 23
Which Windows 7/Vista files replaced NTLDR?

A. bootmgr.exe, bootsect.dos, io.sys
B. io.sys, win.exe, bootmgr.exe
C. ntdetect.exe, ntoskrnl.exe, io.sys
D. bootmgr.exe, winload.exe, and winresume.exe

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
NTLDR is the boot file for Windows XP, 2000, and NT operating systems. It was replaced in Windows Vista (and continuing on through Windows 7) with bootmgr.exe, winload.exe, and winresume.exe. Bootsect.dos is used with NTLDR if an older dual-boot system is required such as Windows NT and Windows 98. Io.sys is the MS-DOS core file that contains device drivers and the initialization program; it works along with msdos.sys as the main OS files for DOS. Win.exe is the executable that runs older versions of Windows on top of DOS. Ntdetect.exe is a known Trojan, watch out for it; ntdetect.com on the other hand is a component of Windows NT systems that detects basic hardware at startup. Ntoskrnl.exe was originally the main core file for Windows

NT systems but it is still used through Windows 7.

QUESTION 24
Which of the following would extend the wireless network range and allow out-of-range users to share an Internet connection?

A. Implement a wireless access point for the out of range users.
B. Enable network sharing on the users' computers that are within range
C. Upgrade the out-of-range users' SSID searching software.
D. Create a new VLAN for the out of range users.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
To extend the wireless network range, and allow out of range users to share an Internet connection, you would add a wireless access point for the out of range users. The wireless access point will ultimately connect to the organization's router which will allow the out of range users the ability to share the Internet connection. By adding wireless access points at various locations of the building, you can increase the wireless network range. Network sharing allows users to share folders and files with other users, but only if those computers are on the network; however, network sharing does not increase the range of a wireless network, nor can it help out-of-range users to connect. The capability for a user's computer to scan for a wireless access point's SSID is more based on the strength and location of the wireless access point and the strength of the computer's wireless network adapter, and based little on the software. So, this is not the best answer, but wireless adapters should be updated to the latest software. VLAN stands for virtual local area network, which is a group of computers that communicate in the same fashion regardless of their physical location; computers can be grouped via port or protocol.

QUESTION 25
What can the command ping t do?

A. Continuous ping of an IP address until the target responds
B. Continuous ping of an IP address until it's canceled
C. Continuous ping of an IP address until the count reaches 20
D. Continuous ping of an IP address where each packet is equal to 1000 bytes

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
A ping t is a continuous ping. An example of this would be ping t 192.168.1.1. The command continually pings the remote host until you manually stop it; for example, utilizing the key stroke CTRL+C. The target will respond only if it is live on the network. A ping that reaches a count of 20 would use the n parameter, for example ping n 20 192.168.1.1. A ping that has packets equal to a certain amount of bytes uses the l parameter; for example, a ping where each packet is 1,000 bytes instead of the default 32 would be ping l 1000 192.168.1.1.

QUESTION 26
Which of the following paths is the default directory for user profiles in Windows 7?

A. C:\Program Files
B. C:\Users
C. C:\Users and Settings\
D. C:\Document and Settings\

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The default directory for user profiles in Windows 7 is C:\Users. Previously in Windows XP, user profiles were stored solely in C:\Documents and Settings. That folder still exists in Windows Vista and Windows 7 but is redirected to the \Users folder, and Documents and Settings is locked out. This redirection is known as a Junction, where the information appears to reside in two separate locations. The folder you will be working with in the GUI will be \Users, so that is the best answer here. Also, remember that the answers show C:\ in the path. This could be different depending on where the OS was installed to.
C:\Program Files is where applications are installed to.

QUESTION 27
You are working on a computer that is giving a non-system disk error. Which of the following is most likely the cause?

A. There is a disk in the floppy drive.
B. The registry has become corrupted.
C. The incorrect driver was loaded.
D. The RAM is not seated properly.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
A Non-System Disk error tells you that the computer cannot boot properly and that the boot media is the culprit. A common cause of this is a disk in the floppy drive. Floppy drives are definitely older technology, but you may still see them in the field; however, another example of this would be a nonbootable CD-ROM or DVD-ROM in an optical drive. If the floppy drive or the optical drive is set to first in the BIOS boot order, and the drive contains a nonbootable disc, then you will get this error. The same holds true if you have a hard drive without an OS. Check the drives for nonbootable disks, and check the BIOS boot sequence; normally the hard drive should be first, which is also a security precaution. If the registry becomes corrupted, the system could have trouble booting, but the message will be different. An example of a corrupted registry error message is Windows Could Not Start Because the Following File Is Missing or Corrupt: \WINDOWS\SYSTEM32\CONFIG \SYSTEM. This is a dire message that requires more troubleshooting than in the current scenario. The answer The Incorrect Driver Was Loaded is a vague answer; it is possible that an incorrect SCSI driver was loaded, and the system won't boot, but you won't necessarily get the same error. Other drivers won't be the cause of this problem. If the RAM is not seated properly, the system will simply not boot, or you will get a different error message from the BIOS.

QUESTION 28
At one of your customer's locations, two users share the same Windows 7 computer. The first user creates a document intended to be used by both users and then logs off the computer. The second user logs on and types the name of the document in the Start menu but the document cannot be found. What is the problem?

A. The document is locked.
B. The document is set to hidden.
C. The document is owned by the first user.
D. The document is encrypted.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

The problem in this scenario is that the document is owned by the first user. By default, files created under one user account cannot be seen by another user account. For the second user to see the file, the user needs to become an owner or needs to be given permissions to the file. In this scenario the user never locked, hid, or encrypted the document in any way; this is simply a default security precaution that is built into Windows.

QUESTION 29
You receive a message in Windows XP that warns you of a memory-read error. What should you do to fix this?

A. Reseat or replace RAM modules.
B. Change the memory settings in the BIOS.
C. Replace the hard drive.
D. Remove any USB flash drives.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Windows XP might give memory read errors when RAM cannot be read from properly. If it is definitely a RAM error and not an OS issue; the best thing to try is to reseat and/or replace the RAM. While you're there you can try using compressed air on the RAM and the RAM slots to remove any dust that has accumulated over time. Other similar errors in Windows such as The Memory Could Not Be Read could be an issue with the OS reading from the hard drive and may require an update of the service pack. Generally, if the BIOS memory settings are not correct, the system will not boot and will give memory errors during POST. Because this is an issue related directly to RAM, you do not want to replace the hard drive. Most likely, a USB flash drive will not give a memory error; regardless, simply removing the USB flash drive will not fix the problem.

QUESTION 30
Which component is usually removed to access a laptop's motherboard and other internal components?

A. Display
B. Bezel
C. Keyboard
D. Battery

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The keyboard is the component usually removed to access a laptop's motherboard and other internal components. The bezel is not a component of the laptop; it is usually a piece of plastic, but a bezel might need to be removed to get access to the keyboard. However, removing the bezel does not give access to any internal components. A separate bezel usually must be removed to get at the display, and although you may need to remove the display to get at a few components such as the inverter, it is not as common to remove the display as it is to remove the keyboard. Generally, the battery is on the bottom of the laptop, and is part of the frame; removing it gives no access to internal components.

QUESTION 31
A co-worker attempts to run an old program on his Windows 7 computer. The program briefly opens, but then it closes immediately. What can you do to enable the program to run correctly?

A. Run the program in Windows Compatibility mode.
B. Run the program from the Command Prompt.
C. Run the program inside a virtual machine.
D. Run the program from another computer.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Older programs might not be compatible with Windows 7. To make them compatible you would use Windows Compatibility mode by running the Program Compatibility Wizard from within Control Panel > Programs in Windows 7. It doesn't matter if you run the older program in the GUI or in the Command Prompt; it will fail either way. A virtual machine might work, but there are several factors involved, including the need to run an older OS within the virtual machine. Regardless, this is a time-consuming solution, whereas Windows Compatibility mode can be set up much faster. Your co-worker will not want to run the program from another computer; this is not a valid solution.

QUESTION 32
What color do EFS files display in by default?

A. Blue
B. Black
C. Green
D. Red

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The Encrypting File System (EFS) is the Windows built-in file encryption standard. EFS filenames display in green by default. This means that the individual file has been encrypted from within the properties page in Windows. This is done so that other users cannot read the file. Compressed files show up in blue. Color assignments for encrypted and compressed files can be removed in Windows by accessing Folder Options > View tab. Regular files are shown in black. Red files are ones that can be accessed only by Windows.

QUESTION 33
What is another name for a mirrored set?

A. RAID 0
B. RAID 1
C. RAID 5
D. RAID 6

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
RAID 1 is another name for a mirrored set. In a RAID 1 array, two hard drives are mirrored, meaning that an exact copy of the all data is written to each drive. If one fails, there is no down time because the other takes over immediately. This means that it is fault tolerant. RAID 0 is known as striping; the data is striped among two or more disks for speed; it is not fault tolerant. RAID 5 is striping with parity, a fault tolerant method that stripes data and parity information across three or more disks. RAID 6 is similar to RAID 5 but adds a parity block, plus it requires four disks minimum. Both RAID 5 and RAID 6 are fault tolerant.

QUESTION 34
What would you replace in a laser printer if you see ghosted images?

A. Fuser

B. Cartridge
C. Drum
D. Printhead

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Ghosted images often mean that the print drum of a laser printer needs to be replaced. Perhaps the drum cannot hold a charge any longer, causing an ineffective joining of toner to the drum, and ultimately leading to ghosted images. If the fuser fails you might see a blank line on the edge of each printed paper, or perhaps the toner will not dry properly. If the toner cartridge fails, you would either see blank printed pages, or perhaps lines and smearing. Printheads are found in inkjet and impact printers, but not laser printers.

QUESTION 35
A customer's computer states that USB 3.0 devices are running at USB 2.0 speed. There is no kind of external USB hub. You test the devices on your computer, and they run at USB 3.0 speed. What should you do to provide USB 3.0 functionality for the customer?

A. Replace USB 2.0 cables with USB 3.0 cables.
B. Install a USB 3.0 firmware update to the motherboard.
C. Install an external USB 3.0 hub.
D. Upgrade the customer to IEEE 1394a.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
In this scenario you should install the USB 3.0 firmware update to the motherboard. If the motherboard supports USB 3.0, you might need to flash the BIOS to accomplish this. Motherboard firmware updates can fix several different USB issues, yet another reason to always check for new flash updates. If the device and cable work at USB 3.0 speed (5 Gbps) on your computer, then no cables should have to be replaced. Try to fix the problem with an update before incurring the expense of an external USB hub; extra expenses are often not necessary. Your goal here is to take what the customers have and make it work to their expectations. New devices such as external USB hubs or IEEE 1394a devices take time to order and install, and might not be within the budget. Plus, IEEE 1394a transfers less data (400 Mbps).

QUESTION 36
A user can no longer print from their computer to the default printer. You can print a test page from the printer, and the printer's queue shows that the job is ready to print. What should you do to resolve the situation?

A. Delete the job and resubmit it.
B. Reinstall the print drivers.
C. Reset the printer.
D. Restart the printer spooler service.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
If the user could print to the printer previously, and the job is just sitting in the print queue, you should most likely restart the printer spooler service at the user's computer. This can be done in the GUI of Windows within Computer Management > Services and Applications > Services, or by typing net stop and net start spooler in

the Command Prompt. Deleting the job and resubmitting it will spooler
probably have the same effect, and you will have to restart the spooler anyway. Printer drivers are not the
cause of a stalled print job. Resetting the physical printer will not help; the job will still be sitting in the user
computer's print queue.

QUESTION 37
You just installed front panel USB ports that are not functioning properly. However, the ports on the back of the
computer work fine. What should you do first?

A. Check the USB rear panel pinouts to verify that the ports are wired as per manufacturer instructions.
B. Check the Device Manager for any alerts or question marks over USB-related devices.
C. Test the voltage output of each USB port with a multimeter.
D. Make sure that any USB devices are not drawing too much power from the ports.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
You should check the Device Manager for any alerts or question marks over USB-related devices. This can tell
you if there are any problems with USB devices or USB ports. There's no point to check the rear panel pinouts
because those function properly. It's the new front panel USB ports that you are concerned with. Regardless, if
the USB ports are part of the motherboard, which they most likely are, they should in all likelihood be wired
correctly. You could test the voltage output of each USB port; for example, if you want to compare the front and
rear ports, but this should be done after checking the Device Manager. Most of the time, USB devices should
not draw too much power from a USB port; the ports and the devices should be manufactured according to the
same USB specifications.

QUESTION 38
Which of the following could be defined as standing behind a person at a desk attempting to view confidential
information?

A. Root Kit
B. Phishing
C. Shoulder Surfing
D. Tailgating

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Shoulder surfing is when a person attempts to find confidential information by standing behind a user at a desk
and looking over their shoulder. A rootkit is a type of malicious software installed by an attacker with
administrative access; it hides the existence of certain processes or programs. Phishing is when a person
attempts to get confidential information from an unsuspecting target by way of e-mail. Tailgating is when an
unauthorized person attempts to enter a secure area by following an authorized person into that area.

QUESTION 39
A customer reports to you that he cannot access the company FTP site. He says that he is using the IP address
given to him: 86200.43.118. What is most likely the problem?

A. Port 21 is blocked.
B. This is an invalid IP address.
C. The FTP site is down.
D. The FTP program is not working.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The most likely answer is that the IP address is invalid. If what the customer is telling you is what he is actually typing in, then it is an invalid IP address. 86200.43.118 is missing a dot, and the IP address should actually be 86.200.43.118. This is more likely than the other three answers. Though the FTP program could be configured improperly, it is more likely that user error is the culprit here. A company's servers will rarely go down (hopefully), and the FTP server would usually not block port 21 because that is the default FTP port, and blocking it would block all traffic to the FTP server!

QUESTION 40
You configured a customer's router to automatically assign only 5 IP addresses in an attempt to make the network more secure. Now you notice that the wireless printer is intermittently losing connections when there are multiple users on the wireless network. What is the best solution?

A. Increase the wireless router IP lease times.
B. Install another access point.
C. Configure the printer to use a static IP address.
D. Configure the printer for DHCP.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If the wireless printer is losing connections when there are multiple users on the network, then it is probably because there aren't enough automatically assigned IP addresses to go around. You should configure the printer to use a static IP address, instead of receiving one dynamically from the router. This address will be permanent and should fix the problem. Often, companies insist that printers (as well as routers, switches, and servers) always get a static address to avoid problems of this sort. Increasing the IP lease times might work; it might not. When multiple users attempt to get on the wireless network, someone is going to lose out; it might be a person at a laptop, or it might be the printer or other device, so this is not a permanent solution. Another access point might increase your wireless coverage, but it will do nothing for your IP issue. The whole problem here was that the printer was configured for DHCP; it was obtaining its IP address automatically from the DHCP server within the router. By changing it to static, it doesn't have to compete for the five dynamically assigned IPs.

QUESTION 41
What kinds of data would people commonly synchronize from their mobile device to their PC? (Select the three best answers.)

A. Call history
B. Contacts
C. Music
D. E-mail
E. GPS tracking

Correct Answer: BCD
Section: (none)
Explanation

Explanation/Reference:
Some of the data types that a person would commonly synchronize from their mobile device to their PC include contacts, music, and e-mail, as well as programs, pictures, and videos. Call history will usually not be

synchronized because the PC will probably not have a compatible phone application installed. GPS tracking is usually not necessary on a PC either because PCs are fairly stationary. Data and programs can be synchronized from the mobile device to the PC by connecting them with a USB cable and utilizing the corresponding synchronization program that comes with, or can be downloaded for, the mobile device.

QUESTION 42
Your boss wants to transfer data to an external hard drive capable of data transfer rates as high as 600 Mbps. Which of the following has the fastest transfer rate?

A. USB 1.1
B. Cable Internet
C. USB 2.0
D. IEEE 1394b

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The fastest transfer rate goes to IEEE 1394b. USB 1.1 sends information at 12 Mbps. USB 2.0 sends at 480 Mbps. IEEE 1394b sends data at 800 Mbps, which meets the requirements of the scenario. Cable Internet usually has a maximum capped speed of 20 Mbps, possibly less. Plus, you wouldn't connect an external hard drive to your cable Internet connection. It requires either USB, IEEE 1394, eSATA, or SCSI.

QUESTION 43
You want to utilize the NET command to tell you how many Server Message Blocks (SMB) were received by the workstation service. Which NET command should you use?

A. View
B. Statistics
C. Stop
D. Use

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The NET statistics command (more accurately, the net statistics workstation command) shows bytes received, SMBs sent and received, network errors, and lots more. In Windows 7, typing the command elicits a response that says the command can be used only on a domain net group
controller; it is used to make modifications to groups of users. Net view shows the other computers on the local area network. Net stop is used to stop a service such as the print spooler.

QUESTION 44
You boot Windows 7 and see the error message One or More Services Failed to Start. What methods can you use to view the status of services on the computer? (Select the two best answers.)

A. Right-click Computer, and select Manage from the menu.
B. Click Start > Control Panel > System.
C. Click Start > Control Panel > Administrative Tools.
D. Right-click the Desktop, and select Personalize from the menu.
E. Right-click Computer, and select Properties from the menu.

Correct Answer: AC
Section: (none)

Explanation

Explanation/Reference:
To see the status of services, you need to access Computer Management > Services and Applications > Services. Computer Management can be accessed either by right-clicking Computer and selecting Manage, or by accessing Administrative Tools from the Start menu. You can also access the Run prompt and type services.msc to be brought directly to the Services window. System shows the system properties such as type of operating system, Windows activation, and advanced settings. Right-clicking the desktop and selecting Personalize allows you to change the display themes. Right-clicking Computer and selecting Properties also brings you to the System window; it is an alternative way instead of using the Control Panel.

QUESTION 45
How can you ensure that all external traffic to your website is directed through a firewall to the right computer?

A. Configure port forwarding.
B. List in the exceptions the IP address of the local website.
C. Configure NAT.
D. Configure all interior traffic appropriately.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
In this scenario, your organization is running a web server on the LAN. Your job is to make sure that all clients outside your network on the Internet that are attempting to access the web server can do so. You must configure port forwarding for this to work. The HTTP requests, and/or whatever port the clients use to access the web server (perhaps 80, but not necessarily), should be forwarded to the IP address and port of the web server on your network. Exceptions are meant to allow certain computers access in or out of the firewall, but this would give the external clients too much access. You want to streamline this so that the external traffic is all directed to your web server, and port forwarding is the best way to do this. NAT stands for Network Address Translation and is used to match up the private IP address numbers of your internal computers to the external public IPs they attempt to connect to; it protects the private IP identity of the internal computers. However, it's actually not the interior traffic you are concerned with. Instead, you are concerned with the external traffic trying to get in to your network and visit your web server, and the web server only.

QUESTION 46
Which command is the best option for verifying that the protected system files in Windows 7 are correct?

A. DISKPART
B. SFC
C. SCANDISK
D. FIXMBR

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
System File Checker (SFC) is the best option in this scenario. It checks, and if necessary, fixes system files in Windows 7 and earlier versions of Windows. DISKPART is the command-line partitioning tool, the counterpart of the GUI version, Disk Management. SCANDISK is an older command-line tool used in previous versions of Windows. In Windows 7 the closest option would be CHKDSK. FIXMBR is a tool used in Windows XP to rewrite a faulty Master Boot Record (MBR).

QUESTION 47
Which of the following is stored in the first sector of the hard drive?

A. Boot sector
B. Operating system
C. Master boot record
D. Master file table

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The master boot record (MBR) is stored in the first sector of the hard drive. It is 512 bytes of data that is also considered to be the first sector, not just reside within it. In general, the first sector of a hard drive is referred to as a boot sector. There are two main types of boot sectors. For a hard drive that houses an operating system, the boot sector is known as the MBR sector. On the other hand, for hard drives that do not contain an operating system, the boot sector is known as a volume boot record (VBR). The first sector of a hard drive does not house the operating system; given the size of today's operating systems, that would be difficult to say the least! The master file table (MFT) stores metadata information about every file and folder for a given NTFS volume. The MFT information is stored in the beginning of the volume just after the boot sector. Often, a copy is also stored in the middle of the disk.

QUESTION 48
You turn on a computer, and a blue screen appears with an error code. Where should you go to find out what this error code means?

A. Third-party website
B. OS manufacturer's website
C. Hardware manufacturer's website
D. Installation manual

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
A blue screen, or BSOD, is an error screen produced by Windows, so you should access the OS manufacturer's website: in this case Microsoft. Accessing third-party websites is not generally recommended and should be used only as a last resort because you never know exactly what kind of information you will get from those websites. The error code and the blue screen are not directly produced by the hardware, so you would not go to the hardware manufacturer's website. Installation manuals for operating systems usually do not go into this type of troubleshooting depth. However, manufacturers such as Microsoft have multiple websites that you can visit to figure out the problem such as Help and Support and the TechNet. In many cases you can even get support from them.

QUESTION 49
What command repairs the bootmgr.exe file in Windows 7?

A. bootrec /fixboot
B. bootrec /fixmbr
C. bootrec /rebuildbcd
D. boot\bcd

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
bootrec /fixboot is one of the methods you can try to repair bootmgr.exe in Windows 7. Bootrec /fixmbr rewrites the master boot record in 7. Bootrec /rebuildbcd attempts to rebuild the boot configuration store, and boot\bcd is where the boot configuration store is located.

QUESTION 50
Which of the following allows you to make phone calls and transfer data from your smartphone without the need for additional programs?

A. Wi-Fi
B. Bluetooth
C. Cable Internet
D. GSM

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Global System for Mobile Communications (GSM) is the default for making phone calls and transferring data via the Internet on a smartphone. As long as the phone has a signal, it can do both simultaneously. Wi-Fi is usually a better, faster option for transferring data; however, phone calls through Wi-Fi would require additional software (such as Skype) or additional hardware. Bluetooth is primarily used to connect peripherals to the phone such as headsets or mobile printers. It can be "configured" to connect to the Internet through a PC or in other ways, but it cannot make voice calls. You might indirectly use cable Internet from your smartphone via a wireless network, which allows you to transfer data, but it does not allow voice calls without additional software/ hardware. Be sure to know the various ways a mobile device can connect to the Internet and make voice calls for the exam.

QUESTION 51
A co-worker tells you that his Windows 7 computer is making noise constantly. You look at the computer and note that the hard drive activity light is frequently on. You also note that there is plenty of free space on the drive's only partition. Of the following, which best explains why the drive light is continuously active?

A. Page file issue
B. Too many documents on the partition
C. Drive needs a new SATA connector
D. Fragmented hard drive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
If the hard drive is constantly accessed (and as a result makes a good deal of noise), and the activity light is frequently on, these are good signs that the drive is fragmented. You need to run the Windows Disk Defragmenter, located in Start > All Programs > Accessories > System Tools. This can analyze the disk and tell you if the partition is indeed fragmented and continues with the defragmentation if you authorize it. The page file deals with information transferred between RAM and the hard drive. Page file issues often hang Windows; the page file usually fails altogether if there is a problem. In the scenario, you noted that there is plenty of free space on the hard drive's partition, so there can't be too many documents. However, if there was a full drive, it could become more difficult to defragment. The Windows Disk Defragmenter program requires 15% free space to work. If you have less than this, you must run a defrag f in the command line. SATA connectors rarely fail, and if they do, then the hard drive would become inaccessible. In this case, if this were the only drive in the computer, the system would not boot to the operating system.

QUESTION 52

All the printouts from a printer are displaying a random mix of letters, numbers, symbols, and in general, gibberish. What is the most likely cause of this problem?

A. There is an incorrect print driver.
B. The toner cartridge needs to be replaced.
C. The print spooler needs to be restarted.
D. The print drum needs to be replaced.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Strange cryptic printouts or printouts with gibberish usually mean that the print driver is incorrect. Remember that you need to use the exact printer driver for the printer model--close doesn't cut it! To avoid this garbage printout, download the correct printer driver from the manufacturer's website. If the toner cartridge needs to be replaced, the text and images would look mostly normal, but might be lighter, or have certain areas missing. The print spooler needs to be restarted when jobs are stuck in the queue and won't print. The print drum might need to be replaced if you encounter a ghosted image.

QUESTION 53
You are working on a PC that runs fine for close to an hour but then shuts down automatically. Which should you check first?

A. Hard disk drive
B. Power supply voltages
C. CPU fan
D. Optical drive

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Unexpected shutdowns that occur after the computer has been running for some time could be hardware- or software-based; if hardware, the CPU fan is probably the perpetrator. If the CPU fan fails, or is not connected or otherwise properly installed, the CPU will overheat. Most computer systems' BIOS monitors the temperature and shuts down the system if it hits a certain threshold; often this is accompanied by a system beep. If the problem is software-related, the troubleshooting will go further; the cause could be malware or a stop error, for example. However, that is not the basis of this question. The hard disk drives and optical drives will not cause the PC to simply shut down in a fatal manner. However, the power supply could be delivering faulty power. It is less likely to cause a shutdown, but the power supply voltages could be checked after you first check the CPU fan.

QUESTION 54
Which tool would you use if you wanted to do a Startup Repair in Windows 7?

A. Safe Mode
B. Recovery Console
C. WinRE
D. System Image Recovery

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Startup Repair is part of WinRE (short for Windows Recovery Environment, also known as System Recovery Options). It starts automatically if Windows detects a startup problem but can be accessed through WinRE by booting to the OS installation disc, or to a special WinRE partition on the hard drive. Other options in WinRe include System Restore, System Image Recovery, and the Command Prompt. The Recovery Console is the predecessor to the WinRE Command Prompt; it is used in Windows XP/2000.

QUESTION 55
Instead of incurring the expense of new computers, a customer of yours is trying to keep its Windows XP systems. The customer asks you to install 250 GB drives to each system. You do so, but a few of the systems recognize only 137 GB during usage. What is the problem?

A. Some of the hard drives are defective and need to be returned.
B. Windows XP does not support hard drives larger than 137 GB.
C. Service Pack 1 has not been installed.
D. The hard drive jumpers are not set properly.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
By default, Windows XP recognizes only 137 GB as a maximum. However, Service Pack 1 (SP1) uses 48- bit Logical Block Addressing (LBA) that enables XP to see larger drives. Apparently in this scenario, not all Windows XP computers were updated to the latest service pack. It is important that all computers on a network be updated to the latest service pack so that they can take full advantage of hardware and software, as well as networking and security features, and so that they are all compatible with each other. The hard drives are most likely not defective; plus, it is rare that you will get multiple defective hard drives in a single batch. SATA hard drives do not use jumpers. IDE drives still use jumpers, but only to configure master and slave options; they have no bearing on the storage space that can be recognized by Windows XP.

QUESTION 56
A user tells you that his PC is making a strange noise. What is the most likely cause?

A. The CPU needs to be reseated.
B. A network cable is vibrating against the system case.
C. The thermal grease dried out and needs to be re-applied.
D. An internal wire is improperly routed and is hitting the CPU fan.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Strange noises from inside the computer can usually be attributed to a loose wire hitting a fan, often the CPU fan. Open the PC and reroute cables and wires away from the CPU fan, and any other fans. If the CPU needed to be reseated, the users would probably have a worse problem on their hands, such as the system won't boot properly. Network cables usually don't rest against the system case, but it is possible. Reroute network cables as well so that they are away from the system case, are stationary, and don't pose a trip hazard. If the thermal compound dries out (which might happen in dry environments) it could cause the CPU to overheat and cause a system shutdown but shouldn't make any noise.

QUESTION 57
You just finished removing malware from a customer's computer located in a small office, but the Internet browser cannot access any websites. What should you do first?

A. Reset the router.

B. Remove the browser proxy settings.
C. Reboot the computer.
D. Install the latest service pack.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
You should remove any proxy settings that were placed there by the malware. This is done by malicious individuals so that the computer's browser becomes hijacked and is redirected to the website(s) of the attacker's choice. Legitimate proxy servers are used by larger companies, but usually not in small offices. So if you see a proxy setting in the browser of a small office, it is probably not justifiable. Resetting the router will not fix the problem because the issue is relegated to the local computer. Rebooting the computer will have no effect because the setting is saved in the OS. Installing the latest service pack is always a good idea if the computer is not up to date but will not help in this situation because SP updates do not rewrite browser settings.

QUESTION 58
You are installing a wireless access point. What should you do first?

A. Disable DHCP.
B. Enable MAC filtering.
C. Change the default password.
D. Download and install the latest firmware.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Most wireless access points and routers have blank passwords, so you should change the password to something secure before you do anything else. Next, you should download the latest firmware. On some devices you might need to reset the password again after a firmware update. Usually, you want to use DHCP, but if you want to disable it for security purposes, you would do that next. Finally, enable MAC filtering so that only the computers you want can connect.

QUESTION 59
You need to find out which Windows OS is running on a computer. Which command should you use?

A. SET
B. VER
C. Device Manager
D. CMD

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The VER command shows the version of Windows. However, it might be more cryptic than accessing the System window in the GUI. For example, the VER command when typed in a Windows 7 SP0 Command Prompt can result in the following: Microsoft Windows [Version 6.1.7600]. 6.1 is the actual version of Windows 7, whereas 7600 is the build number! The better option is to use the System window. Or you could use the systeminfo command in the Command Prompt, which gets a bit more in depth for this explanation--more on this in Chapter 11. The SET command shows, and allows you to modify, all the variables in the computer; for example, where the temp folders are located. The Device Manager is not a command; it is an application where

you can configure hardware. CMD (cmd.exe) is the Command Prompt executable.

QUESTION 60
Which version of Windows 7 includes BitLocker encryption?

A. Starter
B. Home Premium
C. Professional
D. Ultimate

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
BitLocker is included only in Windows 7 Ultimate and Enterprise editions, and Windows Vista Ultimate and Enterprise editions. Windows 7 Starter, Home Premium, and Professional, as well as Windows Vista Home Basic, Home Premium, and Business do not offer BitLocker. Neither does any version of Windows XP; though it and Vista can use the BitLocker To Go Reader download.

QUESTION 61
One of your customers tries to log in to a bookmarked site but instead of seeing the website expected, the user is prompted for a Social Security number, mother's maiden name, and date of birth. What most likely occurred?

A. The browser was hijacked.
B. The customer's identity was stolen.
C. The website the user accessed has updated their security policies.
D. The user typed the wrong URL.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If the user gets prompted for confidential information instead of seeing the website he expected, then the browser was probably hijacked. You should temporarily install another browser program for the user until you can fully scan the system and remove any trace of hijacking and other forms of malware. You could also suggest virtual browsers to the user as another solution. The person's identity has not been stolen--yet. But if he types the asked for confidential information, it probably will be. Train your users never to give this information if possible, and tell them to realize that most companies will not ask for this type of information on their websites. If a website updates its security policies, the most that should happen is that you will get a pop-up notice about this. The user couldn't have typed the wrong URL because he connected to the website through a bookmark.

QUESTION 62
A user tells you that the monitor resolution was changed and now the user does not see a display. What should you do first?

A. Go into the Display Properties.
B. Reseat the video card.
C. Boot into Safe Mode.
D. Reset the monitor.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The first thing you should do is reboot the system, press F8, and access Safe Mode because this will start the system with a basic set of drivers and a lower resolution. It could be that someone set the resolution too high, and the monitor cannot support it. This can be changed in Safe Mode or in the option: Enable Low-Resolution Video (640×480). If a display is not showing up on the monitor, then getting into the Display Properties is going to be a tough task. But you do want to access the video properties once in Safe Mode and lower that resolution to a level the monitor can support. If there were no video, even when booting into Safe Mode, then perhaps you would have to reseat the video card. In general, try to keep away from opening the computer unless absolutely necessary. Resetting the monitor from the OSD menu reconfigures the monitor settings back to the factory default but does not help if the resolution in the OS was changed to a level higher than the monitor supports. In these cases, when the monitor is not getting any usable signal, the LED light will probably be amber.

QUESTION 63
You attempt to play audio from your Bluetooth-enabled smartphone to your Bluetooth- enabled Windows 7 computer, but you find that the phone cannot detect the computer. What will you do to solve this problem?

A. Install mobile phone synchronization software on the computer.
B. Place the phone in Bluetooth discovery mode.
C. Add the phone to a PAN.
D. Place the computer in Bluetooth discovery mode.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
If the phone's Bluetooth application can't detect the computer, it probably means that the computer's Bluetooth device is not set to discoverable. The phone doesn't need to be set to discoverable unless you decide to use another Bluetooth device that relies on the phone, such as a Bluetooth headset. Mobile synchronization software allows you to move data back and forth between the computer and the smartphone but won't allow you to play music. A PAN is a personal area network used to connect multiple personal devices such as phones, tablets, PDAs, and so on. Bluetooth-enabled devices would be part of a wireless PAN, otherwise known as a piconet.

QUESTION 64
Which of the following utilities is the fastest way to view the network adapter statistics?

A. Task Manager
B. System Information
C. Performance Monitor
D. Command Prompt

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The Task Manager is the fastest way to view network adapter statistics; it has a Networking tab designed to give a quick real-time snapshot of the performance of the network adapter. System Information gives a lot of information and some statistics of the network adapter in a static fashion. Performance Monitor can give real-time statistics of the network adapter, but it would need to be configured to do so. The Command Prompt can give all kinds of statistics about the network adapter, but not in real-time, and any one command would probably take longer to run compared to simply opening the Task Manager and clicking the Networking tab.

QUESTION 65
What is the best way to ensure that only certain computers can access your wireless network?

A. Disable the SSID.
B. Enable MAC filtering.
C. Change the SSID.
D. Change the default password.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The best way (of the listed answers) to ensure that only certain computers can access your wireless network would be to enable MAC filtering. In a "deny all except..." scenario, if the computer does not have one of the MAC addresses on the list, it will be denied access to the wireless network. Disabling and/or changing the SSID is a basic security measure, but computers can still connect to the wireless network manually as long as the person knows the name of the SSID. Changing the default password is important, but it governs only who has access to the firmware of the wireless access point, not who can connect to the wireless network.

QUESTION 66
A customer wants to store their Windows 7 documents on a different drive than the default C drive location. How can this be accomplished?

A. Add a documents folder location in the folder's properties.
B. Add a program files folder location in the folder's properties.
C. Add a Windows files folder location in the folder's properties.
D. Add a system files folder location in the folder's properties.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
A folder such as Documents in Windows 7 can be redirected to another location on a different partition or drive by right-clicking the Documents library and selecting Properties. From here you would add the new documents folder location. Afterward, any time the Documents library is clicked, it automatically redirects to the new folder. Program files, Windows files, and System files are expected to be in a certain location and are not redirected in this manner.

QUESTION 67
You are working as a technician for a data mining organization. You just moved files from one folder to another, but now you cannot open them. What should you do to regain access to the files?

A. Perform the file transfer again.
B. Take ownership of the files.
C. In Folder Options, select Show hidden files and folders.
D. Reboot the system, and the files will be accessible.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
In this case you need to take ownership of the files. If you were moving files on a server, chances are that the folder you moved them to won't allow you access. Aside from taking ownership, you may also need permissions to open the files, if the files were moved to another partition or drive. Performing the transfer again simply provides the same result. The files are not hidden, you still can see them, just not access them. Rebooting the

system does not fix the problem. Be sure to know where you are moving files to before you do so!

QUESTION 68
You are troubleshooting a Windows 7 computer that has you perplexed. Apparently, the computer has been showing strange behavior since the user of the system was given administrative privileges a month ago. What is the easiest way for you to return the computer to its last known good state of functionality?

A. When the system boots, press F8 and select Last Known Good Configuration.
B. Boot into Safe Mode and revoke the administrative rights.
C. Re-image the computer.
D. Perform a System Restore to the day before the user was given administrative rights.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The easiest way to get the computer to the last-known good state is to restore it to the day before the user was given the administrative rights because this is when the problematic behavior first began. Of course, there might not be a restore point on that day. So you would simply backtrack from that point in time until you find one. Pressing F8 and selecting Last Known Good Configuration cannot work because that option brings only the system back to the last successful login. Because the person has been logging on for a month, this cannot work. Revoking the user's administrative rights is not a viable option; the user needs to do her job. Plus it can't be done from Safe Mode. Re-imaging the computer might fix the problem, but at what cost! Data would have to be backed up, and a lot of time would be spent in the process.

QUESTION 69
Which of the following is part of the second step of the CompTIA A+ troubleshooting process: Establish a theory of probable cause?

A. Question the user.
B. Question the obvious.
C. Test the theory to determine cause.
D. Establish a plan of action.
   Question the obvious is a part of the second step of the CompTIA A+ troubleshooting process. In full, the second step is "Establish a theory of probable cause (Question the obvious)." Questioning the user is part of the first step, which is identifying the problem. Testing the theory to determine cause is the third step of the troubleshooting process. Establishing a plan of action is the fourth step. Be sure to know the CompTIA A+ six-step troubleshooting process and apply it during the 220-802 exam!

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
What is the second step of the A+ troubleshooting methodology?

A. Identify the problem.
B. Establish a theory of probable cause.
C. Test the theory.
D. Document.

Correct Answer: B

The second step is to establish a theory of probable cause. You need to look for the obvious or most probable cause for the problem.

QUESTION 71
When you run out of possible theories for the cause of a problem, what should you do?

A. Escalate the problem.
B. Document your actions so far.
C. Establish a plan of action.
D. Question the user.

Correct Answer: A
If you can't figure out why a problem occurred, it's time to get someone else involved. Escalate the problem to your supervisor.

QUESTION 72
Which of these is part of step 5 of the six-step troubleshooting process?

A. Identify the problem.
B. Document findings.
C. Establish a new theory.
D. Implement preventative measures.

Correct Answer: D

QUESTION 73
What should you do next after testing the theory to determine cause?

A. Establish a plan of action to resolve the problem.
B. Verify full system functionality.
C. Document findings, actions, and outcomes.
D. Implement the solution.

Correct Answer: A
After testing the theory to determine cause (step 3) you should establish a plan of action to resolve the problem (step 4).

QUESTION 74
You have confirmed the theory that a video card is bad and needs to be replaced. What should you do next?

A. Escalate the problem.
B. Document your actions so far.
C. Establish a plan of action.
D. Question the user.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
After you confirm a theory, move to step 4 to establish a plan of action, and implement the solution.

QUESTION 75
A computer won't turn on when you press the Power button. What should you check first?

A. If an operating system is installed.
B. Documentation.
C. If the monitor is plugged in.
D. If the computer is plugged in.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Connections are quite often the culprit outside and inside the computer. If a computer won't turn on, make sure it is plugged securely into an AC outlet

QUESTION 76
Which of the following are possible faulty components when there is nothing on the display? (Select all that apply.)

A. Sound card
B. Video card
C. Processor
D. Network card

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
The big four (as I like to call them) are the video card, RAM, processor, and motherboard. If your computer is definitely getting power and there is still nothing on the display, you want to check these, most likely in order.

QUESTION 77
You dropped a screw in the case of a PC. What is the best tool to use to retrieve the screw?

A. Compressed air
B. Computer vacuum
C. Plastic tweezers
D. Screwdriver with magnetized tip

Correct Answer: C

Section: (none)
Explanation

Explanation/Reference:
Plastic tweezers is the best answer. You don't want to damage any internal components with a metal tool, or a magnetized tool. If plastic tweezers are not available, most basic PC toolkits come with a three-pronged grabber tool. If that is not available, small pliers with the tips wrapped in electrical tape will do. In some cases you can turn the computer upside down to loosen the screw. At the last, a magnetized screwdriver or extension magnet is your final resort. Just remember to try if at all possible to keep metal away from components--only touch the screw. Using your hands to grab the screw in this scenario is not an option, even if you think you are protected from ESD.

QUESTION 78
What is the last step of the six-step troubleshooting process?

A. Question the user.
B. Verify full system functionality.
C. Establish a plan of action.
D. Document findings.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Document findings, actions, and outcomes is the sixth and last step of the CompTIA A+ troubleshooting process. Remember the process for the exam!

QUESTION 79
You just rebooted a PC and it displays a black screen with a white blinking underscore on the top left. What is the most likely problem?

A. BIOS needs to be flashed.
B. Recovery Console is running.
C. PC is in Safe Mode.
D. Incorrect boot order.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
If you see a black screen with a white blinking underscore, there is a good chance that the BIOS boot order is incorrect.

QUESTION 80
Which of the following are possible reasons for motherboard failure? (Select all that apply.)

A. Power surge
B. Manufacturer defect
C. CD-ROM failure
D. Incorrect USB device

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
Power surges and manufacturing defects are possible reasons for motherboard failure. If a CD-ROM fails, it should not affect the motherboard, and any USB device can connect to a USB port (if it has the right connector). There isn't actually an "incorrect" USB device.

QUESTION 81
How can you tell if a lithium battery has been discharged? (Select the best answer.)

A. Use a power supply tester.
B. Check within Windows.
C. Use a multimeter.
D. Plug it into another motherboard.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Although there might be a Windows application that monitors the battery, the surefire way is to test the voltage of the lithium battery with a multimeter.

QUESTION 82
A PC reboots without any warning. You ruled out any chance of viruses. When you look at the motherboard, you see that some of the capacitors appear distended and out of shape. What should you do?

A. Replace the motherboard.
B. Replace the hard drive.
C. Remove and replace the capacitors.
D. Reconfigure the BIOS.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
You should replace the motherboard if it is damaged. It would be much too time-consuming to even attempt replacing the capacitors, and probably not cost-effective for your company.

QUESTION 83
A customer's liquid cooled system is intermittently overheating. What are possible reasons for this? (Select the two best answers.)

A. Memory is overheating.
B. Air is trapped in the lines.
C. Power supply has failed.
D. Water pump is becoming faulty.

E. Hard drive is getting too much voltage.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
The water cooled system could be caused to overheat due to a faulty water pump and air being trapped in the coolant lines. If the memory or hard drive receive too much voltage and over heat they should stop working, but probably won't overheat the entire system. If the power supply fails, the system will shut off.

QUESTION 84
What is a possible symptom of a failing CPU?

A. CPU is beyond the recommended voltage range.
B. Computer won't boot.
C. BIOS reports low temperatures within the case.
D. Spyware is installed into the browser.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If the CPU is running beyond the recommended voltage range for extended periods of time, it can be a sign of a failing CPU. If the computer won't boot at all, another problem might have occurred, or the CPU might have already failed. Low case temperatures are a good thing (if they aren't below freezing!) and spyware is unrelated,

QUESTION 85
You just completed a CPU installation. However, when you turn on the computer, the POST sounds a series of beeps, and the system won't boot. What is the most likely cause?

A. The mouse is not plugged in.
B. The operating system is corrupted.
C. The CPU is not properly seated.
D. The fan is running to fast.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The most likely cause is that the CPU needs to be reseated, or there is a RAM problem. None of the other answers would cause the POST to issue a series of beeps. Also, the POST doesn't look for operating system corruption, it is relegated to hardware only.

QUESTION 86
You suspect a problem with a memory module; what should you do first?

A. Replace the module with a new one.
B. Install more RAM.
C. Clean the RAM slot.
D. Test the RAM with MemTest86.

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
Clean the RAM slot and memory module. Consider using compressed air or the proper spray

QUESTION 87
You just upgraded a PC's motherboard and CPU. However, when you turn the computer on, it will not POST. What should you do first?

A. Check that the system hasn't overheated.
B. Check if the RAM is properly seated.
C. Check that the OS was installed properly.
D. Check if the mouse and keyboard are connected properly.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The first thing you should do is check if the RAM is seated properly. This is easier than troubleshooting the CPU or motherboard and is a more common culprit due to the amount of force it takes to install DIMMs. A system will not have enough time to overheat before it gets to the POST. The OS hasn't even started yet, so you can rule that out. Mice and keyboards don't play a part in a system not posting.

QUESTION 88
You just investigated a computer that is suffering from intermittent shutdowns. You note that the RAM modules are overheating. What is the best solution?

A. Install a heat sink on the memory controller.
B. Install more CPU fans.
C. Install heat sinks on the RAM modules.
D. Install a heat sink on the chipset.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The best thing to do in this situation is to install heat sinks on the RAM modules. On older computers the memory controller in a northbridge doesn't usually overheat because it already has a heat sink; on newer computers it is within the CPU. A CPU can have only one fan. You can't install more; although an additional case fan might help. The chipset also usually has a heat sink.

QUESTION 89
You just installed new, compatible RAM into a motherboard, but when you boot the computer it does not recognize the memory. What should you do?

A. Flash the BIOS.
B. Replace the RAM.
C. Upgrade the CPU.
D. Add more RAM.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If you are sure that the RAM is compatible and the system doesn't recognize it during POST, try flashing the BIOS. It could be that the RAM is so new that the motherboard doesn't have the required firmware to identify the new RAM.

QUESTION 90
You are fixing a computer for a customer when you notice a few of the fluorescent lights flickering every now and then. What should you recommend to the customer to protect their equipment?

A. To get an electrician
B. To install a UPS
C. To get an extra power supply
D. To buy a generator

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
You should recommend the customer installs a UPS for computer equipment. Flickering lights could be a sign of voltage fluctuations (dirty power) which could also affect the computers. The UPS can combat dirty power by conditioning it.

QUESTION 91
You are troubleshooting a computer that won't power on. You have already checked the AC outlet and the power cord, which appear to be functioning properly. What should you do next?

A. Test the computer with a PSU tester.
B. Plug the computer into a different outlet.
C. Check that the RAM is seated correctly.
D. Install a UPS.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
You should test the computer with a PSU tester. This can tell you whether the power supply functions properly. You already know that the AC outlet is functional, so there is no reason to use another outlet. The computer would still turn on if the RAM wasn't seated properly. A UPS won't help the situation because it is part of the power flow before the power supply.

QUESTION 92
You suspect that incorrect voltage is provided to a power supply. What tool should you use to test this?

A. PSU tester
B. Loopback adapter
C. Multimeter
D. Voltage detector

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
In this scenario, you should test the AC outlet with a multimeter because you suspected incorrect voltage. The

multimeter can tell you exactly what voltage is supplied. A voltage detector and PSU tester tell you only if voltage is present on a given wire, not the exact amount; plus, you don't want to test the power supply. However, the multimeter is the right tool to use if you wanted to find exactly what voltages were supplied to the motherboard. Loopback adapters are used to test network cards and serial ports.

QUESTION 93
A computer you are troubleshooting shuts down without warning. After a few minutes it boots back up fine, but after running for a short time, it shuts down again. What components could be the cause? (Select the two best answers.)

A. Power supply
B. SATA hard drive
C. RAM
D. CPU fan
E. Video card

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
The two components that could cause the system to shut down are the power supply and the CPU fan. Check the CPU fan settings and temperature in the BIOS first before opening the computer. If those are fine, then you most likely need to replace the power supply. The RAM, video card, and hard drive should not cause the system to suddenly shut down.

QUESTION 94
You upgrade a computer's older SCSI drive with a new and much larger SCSI drive and upgrade the driver for the controller. However, when you reboot, the computer's SCSI controller still doesn't recognize the new drive. What should you do?

A. Format the SCSI drive as NTFS.
B. Check that the SCSI controller is receiving power.
C. Change jumper settings on the SCSI controller.
D. Check for a firmware update for the SCSI controller.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Because the drive is new, you should try updating the BIOS (firmware) of the SCSI controller. After that, it should see the newer, larger capacity SCSI drive. It won't be possible to format the drive until it is recognized. Most SCSI controllers come in the form of adapter cards (or are embedded directly into the motherboard) so if you can boot the system, then the controller should be getting power. Most SCSI controllers today do not use jumpers.

QUESTION 95
Which of the following are possible symptoms of hard drive failure? (Select the two best answers.)

A. System lock-up
B. Antivirus alerts
C. Failing bootup files
D. Network drive errors
E. BIOS doesn't recognize the drive

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
System lockups and failed boot files or other failing file operations are possible symptoms of hard drive failure. The best answers are tape drives and hard drives. Antivirus alerts tell you that the operating system has been compromised and viruses should be quarantined and a full scan should be initiated. Sometimes hard drives can fail due to heavy virus activity, but usually, if the malware is caught quick enough, the hard drive should survive. Network drives are separate from the local hard drive; inability to connect to a network drive suggests a network configuration issue. If the BIOS doesn't recognize the drive, consider a BIOS update.

QUESTION 96
You are troubleshooting a SATA hard drive that doesn't function on a PC. When you try it on another computer it works fine. You suspect a power issue and decide to take voltage readings from the SATA power connector coming from the power supply. What readings should you find?

A. 5 V and 12 V
B. 5 V, 12 V, and 24 V
C. 3.3 V, 5 V, and 12 V
D. 3.3 V and 12 V

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If you test a SATA power cable you should find 3.3 V (orange wire), 5 V (red wire), and 12 V (yellow wire). If any of these don't test properly, try another SATA power connector.

QUESTION 97
A customer complains that an important disc is stuck in the computer's DVD-ROM drive.
What should you recommend to the customer?

A. To get a screwdriver and disassemble the drive
B. To format the disc using CDFS
C. To use a paper clip to eject the tray
D. To dispose of the drive and replace the media

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Tell the customer to use a paper clip to eject the DVD-ROM tray. Disassembling the drive is not necessary, and the customer shouldn't be told to do this. If the disc is rewritable, formatting it would erase the contents, even if you could format as CDFS in this scenario. Never tell a customer to dispose of a DVD-ROM drive; they rarely fail.

QUESTION 98
One of your customers attempts to copy a DVD with a third-party application. It reads the source DVD fine, but when a blank disc is inserted, the program keeps asking the customer to insert blank media. What are some possible reasons for this? (Select the three best answers.)

A. Wrong DVD type.
B. The program cannot copy the DVD due to copyright laws.

C. There isn't enough free space on the hard drive.
D. A CD was inserted into the drive.
E. The drive is a CD-RW drive.
F. The DVD was inserted upside down.

Correct Answer: ADF
Section: (none)
Explanation

Explanation/Reference:
If the source DVD was read fine, then there are three possible correct answers: A blank CD was inserted into the drive; an incorrect DVD type was inserted into the drive; or the DVD was inserted upside down. The hard drive doesn't play into this scenario because the program's message is simply to insert blank media. The drive can't be a CD-RW if it accepted the source DVD.

QUESTION 99
You discover that a new SDXC card won't work in the card reader of a user's PC. It works fine in another computer's card reader, and standard SD cards work fine in the user's PC. What should you do to fix the problem?

A. Format the card.
B. Install the latest firmware and drivers.
C. Purchase a new external USB card reader.
D. Use a CF card instead.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
If older SD cards work, but new ones don't, install the latest firmware and/or drivers for the card reader. Do this before trying other technologies or making purchases. No reason to try formatting the card if it works fine on another computer.

QUESTION 100
Which of the following are possible reasons that a laptop's keyboard might fail completely? (Select the best two answers.)

A. A stuck key.
B. A disconnected ribbon cable.
C. The user spilled coffee on the laptop.
D. The keyboard was disabled in the Device Manager.

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
A laptop's keyboard could fail due to a disconnected or loose keyboard ribbon cable. It could also fail if a user spilled coffee on the laptop, or through general abuse, or by being dropped on the ground, and so on. One stuck key will not cause the entire keyboard to fail, and on most laptops, the keyboard cannot be disabled in the Device Manager.

QUESTION 101
A user doesn't see anything on his laptop's screen. He tries to use AC power and thinks that the laptop is not receiving any. What are two possible reasons for this?

A. Incorrect AC adapter.
B. The AC adapter is not connected to the laptop.
C. Windows won't boot.
D. The battery is dead.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:
An incorrect adapter will usually not power a laptop. The adapter used must be exact. And of course, if the laptop is not plugged in properly to the adapter, it won't get power. Windows doesn't play into this scenario. And if the battery was dead, it could cause the laptop to not power up, but only if the AC adapter was also disconnected; the scenario states that the user is trying to use AC power.

QUESTION 102
One of your customers reports that she walked away from her laptop for 30 minutes. When she returned, the display was very dim. The user increased the brightness setting and moved the mouse but to no effect. What should you do first?

A. Replace the LCD screen.
B. Check the operating system for corruption.
C. Connect an external monitor to verify that the video card works.
D. Check if the laptop is now on battery power.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
It could be that the laptop is now on battery power, which is usually set to a dimmer display and shorter sleep configuration. This indicates that the laptop is not getting AC power from the AC outlet anymore for some reason. The battery power setting is the first thing you should check; afterward, start troubleshooting the AC adapter, cable, AC outlet and so on. It's too early to try replacing the display; try not to replace something until you have ruled out all other possibilities. A dim screen is not caused by OS corruption. No need to plug in an external monitor; you know the video adapter is working, it's just dim.

QUESTION 103
You are required to add a second memory module to a laptop. You open the hatch on the bottom of the laptop only to find a single memory module installed to the only slot. Where should you look for a second memory slot?

A. Behind the removable hard drive
B. Underneath the keyboard
C. Under the battery
D. Behind the DVD-ROM drive

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Memory modules are either located inside a hatch on the bottom of the laptop (optimally), or underneath the keyboard (not quite so optimal). Sometimes, one is accessed via the hatch, and for add- ons or upgrades, the second goes underneath the keyboard.

QUESTION 104
What is the minimum RAM requirement for Windows 7?

A. 1 GB
B. 256 MB
C. 1536 MB
D. 768 MB

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The minimum RAM requirement for Windows 7 is 1 GB for 32-bit versions and 2 GB for 64-bit versions.

QUESTION 105
Which log file contains information regarding Windows 7 Setup performance events?

A. Setupapi*.log
B. Setupact.log
C. Setup.etl
D. Event Viewer

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Setup.etl contains information regarding Windows 7 Setup performance events. Setupapi*.log is used for events about Windows 7 Plug and Play device installations. Setupact.log is a log file that contains information regarding actions during installation. The Event Viewer is an application, not a file.

QUESTION 106
Where can you go to find out if your current operating system can be upgraded to Windows 7?

A. MSKB
B. Windows Upgrade Advisor
C. HAL
D. Belarc Advisor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The Windows Upgrade Advisor can tell you if your current operating system can be upgraded to Win7. This, and other tools like it, are located at www.microsoft.com, not at the MSKB (http://support.microsoft.com). The HAL is a file in Windows; it stands for hardware abstraction layer. Belarc Advisor is a third-party offering that analyzes your computer but does not determine whether it can be upgraded.

QUESTION 107
Which versions of Windows 7 have the capability to back up to a home or business network? (Select the best two answers.)

A. Starter

B. Home Premium
C. Professional
D. Ultimate

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Windows 7 Professional and Ultimate include the capability to back up to a home or business network easily.

QUESTION 108
What is the minimum hard drive requirement for Windows 7?

A. 16 GB free space
B. 15 GB partition
C. 25 GB free space
D. 16 GB partition

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Windows 7 (32-bit) requires a minimum 16 GB of free space. 64-bit versions require 20 GB.

QUESTION 109
To avoid SID conflicts when disk imaging, which program should you use in Windows 7?

A. Sysprep
B. Setup Manager
C. SIM
D. Windows Deployment Services

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Sysprep can modify unattended installations so that every computer gets a unique SID (and other unique information). Windows SIM (System Image Manager) creates the answer files for unattended installations. Setup Manager (setupmgr.exe) is the program that Windows XP/2000 uses to create answer files. Windows Deployment Services is run on Windows Server 2008/2003 and is used to deploy operating systems across the network.

QUESTION 110
Which of the following are possible ways to install Windows 7? (Select three.)

A. From DVD
B. From CD
C. Over the network
D. Using Norton Ghost

Correct Answer: ACD
Section: (none)

Explanation

Explanation/Reference:
Windows 7 can be installed from DVD, USB, over the network, and by using programs such as Norton Ghost.

QUESTION 111
What would you do first when installing Windows 7?

A. Partition the hard disk.
B. Format the partition.
C. Load any necessary RAID or SATA drivers.
D. Configure the username/password.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The first thing listed is to load any necessary RAID, SCSI or SATA drivers. Then you would partition the hard disk. The OS would then format the partition unless you manually do it. Finally, after a few reboots, you would configure Windows settings such as username/password.

QUESTION 112
You want to perform a network installation of Windows. What must the client computer support?

A. PCIe
B. PXE
C. HCL
D. Multiboot

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
To perform a network installation, a network adapter in a computer must be PXE-compliant. PCIe is an expansion bus. HCL is the hardware compatibility list. Multiboot technology means that the computer can boot to two or more operating systems.

QUESTION 113
Which of the following is available in Windows 7 Professional but not in Windows 7 Home Premium?

A. Windows XP Mode
B. IE 8
C. Aero
D. Home Group

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Windows XP Mode is available in Windows 7 Professional, Ultimate, and Enterprise. It is not included in Home Premium or Starter. Internet Explorer 8, Aero, and Home Group are all components included in both Windows 7 Professional and Home Premium.

QUESTION 114
Which of the following can be used to install a manufacturer's image on a computer? (Select the two best answers.)

A. Data backup
B. Recovery CD
C. Recovery Agent
D. System Restore utility

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
A recovery CD and an image previously made with System Restore can be used to install an image to a computer. Data backups are the files that must be recovered after the OS is installed or recovered. The Recovery Agent is used in Windows to recover encryption keys from deleted or unavailable user accounts to gain access to lost data.

QUESTION 115
What is the minimum RAM requirement for Windows Vista?

A. 2 GB
B. 256 MB
C. 512 MB
D. 768 MB

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The minimum RAM requirement for Windows Vista is 512 MB. Microsoft recommends 1 GB of RAM for Home Premium, Business, and Ultimate.

QUESTION 116
Which file contains information regarding errors during a Windows Vista installation?

A. Setuperr.log
B. Setupact.log
C. Event Viewer
D. Unattend.xml

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Setuperr.log contains information regarding errors during installation. Setupact.log contains information regarding actions during installation. The Event Viewer is an application, not a file, and might not contain installation details. Unattend.xml is the answer file generated by Windows SIM for unattended installations.

QUESTION 117
Where can you go to find out if your current operating system can be upgraded to Windows Vista?

A. MSKB

B. Windows Vista Upgrade Advisor
C. HAL
D. Belarc Advisor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The Windows Vista Upgrade Advisor can tell you if your current operating system can be upgraded to Vista. This, and other tools like it, are located at www.microsoft.com, not at the MSKB (http://support.microsoft.com). The HAL is a file in Windows; it stands for hardware abstraction layer. Belarc Advisor is a third-party offering that analyzes your computer but does not determine whether it can be upgraded.

QUESTION 118
Which versions of Vista have media center functionality? (Select the best two answers.)

A. Home Basic
B. Home Premium
C. Business
D. Ultimate

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
Home Premium and Ultimate include media center functionality; the others do not.

QUESTION 119
What is the hard drive requirement for Windows Vista?

A. 15 GB free space
B. 15 GB partition
C. 20 GB free space
D. 25 GB partition

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Vista requires 15 GB of free space within a 20 GB partition.

QUESTION 120
Which log file records errors during the installation of Windows XP?

A. setuperr.log
B. setuplog.txt
C. setup.log
D. setupact.log

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Setuperr.log records errors that occurred during installation. Setuplog.txt records events during the text portion of the installation. Setupact.log records events during the GUI portion of the installation. Setup.log is used by the Recovery Console during repair.

QUESTION 121
Which key should be pressed if you want to install a driver for a mass storage device during the Windows XP installation?

A. F2
B. F3
C. F6
D. F8

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
There is a short time period during the beginning of the XP installation in which you can press F6 to install mass storage drivers. F2 invokes the Automatic System Recovery (ASR), F3 quits the installation, and F8 agrees to the EULA (license).

QUESTION 122
What program creates answer files in Windows XP?

A. Windows SIM
B. Sysprep
C. RIS
D. Setup Manager

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Setup Manager (setupmgr.exe) is the tool that creates answer files such as unattend.txt in Windows XP. Windows SIM (System Image Manager) is used in Win7/Vista. Sysprep helps create unique installations over the network and works with the answer file. RIS or Remote Installation Services is the server component that initiates over the network installs.

QUESTION 123
How much free disk space do you need to install Windows XP?

A. 2 GB
B. 1.5 GB
C. 650 MB
D. 1 GB

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Windows XP requires 1.5 GB of free space within a 2 GB partition and 650 MB is the required space by the

now deprecated Windows 2000 Professional.

QUESTION 124
A small arrow at the lower-left corner of an icon identifies it as what?

A. A super icon
B. An icon headed for the Recycle Bin
C. A shortcut
D. A large file

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
An icon with an arrow is a shortcut, redirecting to a file or program in another location in Windows. They are actually very small, from 1 KB to 4 KB.

QUESTION 125
What can a user do to cut back on the amount of resources that Windows 7 uses? (Select the two best answers.)

A. Increase RAM.
B. Use the Classic Theme.
C. Disable some of the Performance Options.
D. Use the computer less.

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:
By using the Classic Theme, or by disabling some or all the Performance Options, the operating system will not need as much graphics computing power. Increasing RAM increases the amount of resources your computer has, but it won't decrease the amount of resources that Windows uses.

QUESTION 126
Which utility groups snap-ins into one window?

A. Computer Management
B. MSC
C. MCC
D. MMC

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The MMC or Microsoft Management Console can have one or more snap-ins such as Computer Management and so on. MSC is the extension that the MMC and individual console windows use. MCC stands for memory controller chip.

QUESTION 127
When you open Windows Explorer in Windows Vista, what folder does it bring you to by default?

A. Computer
B. Network
C. Documents
D. Recycle Bin

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
When opening Windows Explorer in Windows Vista, the folder that is displayed is Documents, which is within the folder of the currently logged on user Windows 7 displays Libraries.

QUESTION 128
How can the Run prompt be opened? (Select the two best answers.)

A. Pressing Windows+R
B. Pressing Windows+Run
C. Clicking Start and typing Run
D. Pressing Ctrl+Shift+Esc

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
By pressing Windows+R on the keyboard, you can open the Run prompt, or you can click Start, and type run in the Search field. There is no Run key, so there is no Windows+Run shortcut, and pressing Ctrl+Shift+Esc would usually bring up the Task Manager. In Windows XP, the Run Prompt can be accessed directly from the Start menu.

QUESTION 129
Where is the best place to get a driver for a video card?

A. CD-ROM
B. USB flash drive
C. Manufacturer's website
D. Microsoft's website

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The manufacturer's website is the best place to get the latest driver for your device; next on the list would be the CD-ROM that came with the device, and last, attempt to have Microsoft automatically install its version of the driver.

QUESTION 130
Which command opens the System Information tool?

A. devmgmt.msc
B. compmgmt.msc
C. winmsd.msc
D. msinfo32.exe

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
opens the System Information tool. Devmgmt.msc opens the Device Manager, Msinfo32.exe
opens Computer Management, and winmsd.msc doesn't exist; however, winmsd.exe compmgmt.msc
opens the System Information tool in Windows XP, but winmsd.exe does not function in 7/Vista.

QUESTION 131
Which tab of the Task Manager tells you about the total usage of the CPU?

A. Performance
B. Processes
C. Networking
D. Processing

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The Performance tab shows the percentage of processing power used in real time. The Processes tab shows
the individual processes that are running, the amount of processing power each of them is using, and the
amount of memory they are utilizing. The Networking tab shows the percentage of network utilization for each
network adapter. There is no Processing tab.

QUESTION 132
Which file is used by the operating system for virtual memory?

A. swapfile.sys
B. pagefile.sys
C. pagingfile.sys
D. virtualfile.sys

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Pagefile.sys is the virtual memory file that is located by default in the root of C:.

QUESTION 133
Which command should you use to stop a service in the Command Prompt?

A. spooler stop
B. network stop
C. net stop
D. stop

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

(and the service name) stops the service in the Command Prompt. For example, net stop Net stop
.
spooler

QUESTION 134
Which power management mode stores data on the hard drive?

A. Sleep
B. Hibernate
C. Standby
D. Pillow.exe

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
When a computer hibernates, all the information in RAM is written to a file called hiberfil.sys in the root of C:
within the hard drive.

QUESTION 135
What is HKEY_LOCAL_MACHINE considered to be?

A. A registry entry
B. A subkey
C. A string value
D. A hive

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
HKEY_LOCAL_MACHINE is one of the five visible hives that can be modified from within the Registry Editor.

QUESTION 136
When users invite a technician to help repair their computer, what is this called?

A. Remote Desktop
B. Remote Assistance
C. RDP
D. Remote connectivity

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Remote Assistance calls can be made from users to invite other users to help fix a problem for them. Remote
Desktop connections are the connections that a computer makes to a remote computer to control it.

QUESTION 137
You see a yellow exclamation mark next to a device in the Device Manager. What does this indicate?

A. The device driver is corrupt.
B. The device driver is outdated.

C. The device driver is missing.

D. The device is disabled.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
A yellow exclamation point in the Device Manager indicates that the device driver is missing. You should download the latest driver from the manufacturer's website. If the device were disabled, it would have a down arrow (Windows 7/Vista) or a red X (Windows XP).

QUESTION 138
Which of these is the boot loader for Windows 7?

A. BCD

B. Bootmgr

C. NTLDR

D. Boot.ini

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Bootmgr (Windows Boot Manager) is the boot loader for Windows 7. BCD is the Boot Configuration Data store, NTLDR is the boot loader for Windows XP, and Boot.ini contains the menu of OSs and boot options in Windows XP.

QUESTION 139
Which command creates a directory?

A. CD

B. MD

C. RD

D. Chdir

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
(Make Directory) creates directories. CD is change directory, RD is remove directory, and chdir is the MD older version of CD.

QUESTION 140
Which operating system enables you to extend volumes?

A. Windows XP

B. Windows 2000

C. Windows Aero

D. Windows 7

Correct Answer: D
Section: (none)

Explanation

Explanation/Reference:
Windows 7 is the only listed operating system that can extend volumes. Windows Aero is not an OS; it's the look of the 7/Vista GUI.

QUESTION 141
Which Windows Update option is not recommended?

A. Download Updates but Let Me Choose Whether to Install Them
B. Install Updates Automatically
C. Never Check for Updates
D. Check for Updates but Let Me Choose Whether to Download and Install Them

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
It is not recommended that you set Windows Update to Never Check for Updates because it is a security risk.

QUESTION 142
Where can you find out the latest service pack that is used by Windows Vista? (Select all that apply.)

A. System window
B. System Properties window
C. System Information
D. System Tools

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:
You can find out the latest SP in use by Windows Vista within the System window and the System Information tool. The SP for Windows XP can be found in the System Properties window.

QUESTION 143
In Windows 7, where would you go to modify how you are alerted to updates?

A. Click Start > Windows Update; then click the Change settings link.
B. Click Start > Control Panel; then select Classic view, and double-click Automatic Updates.
C. Click Start; then right-click My Computer and select Properties.
D. Click Start > Windows Update; then click the Check for updates link.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
To modify how you are alerted to updates and how they are downloaded and installed in Window 7, click Start > Windows Update; then click the Change settings link.

QUESTION 144
Which program removes temporary files?

A. Disk Backup
B. Disk Cleanup
C. System Restore
D. Disk Defragmenter

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Disk Cleanup removes temporary files and other types of files and clears the recycle bin.

QUESTION 145
If there is less than 15 percent free space within a volume, how would a user defragment it in Windows?

A. With Disk Defragmenter
B. With the command defragment -f
C. With the command defrag -f
D. With a third-party tool

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
defragments the drive even if free space is low. However, be prepared to use a lot of defrag f
system resources to complete the defrag. Close any open windows before starting the process.

QUESTION 146
Which program in Windows Vista creates a Complete PC Backup?

A. Backup Status and Configuration
B. NTBackup
C. ASR
D. System Restore

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Backup Status and Configuration has an option called Complete PC Backup within Windows Vista. NTBackup
is a Windows XP program that can back up individual files and the System State but not the entire PC. ASR is
the Automated System Recovery option in Windows XP that backs up the System State and other data. System
Restore creates restore points that deals more with settings than it does data.

QUESTION 147
Where would you go in Windows 7 to enable System Restore? (Select the best answer.)

A. System Properties window
B. Advanced Protection tab of the System Properties window
C. Task Manager
D. System Protection tab of the System Properties window

Correct Answer: D

Explanation/Reference:
To enable (or disable) System Restore in Windows Vista, go to the System Protection tab of the System Properties window.

QUESTION 148
Which program in Windows 7 allows you to backup files?

A. Backup Status and Configuration
B. Backup and Restore
C. NTBackup
D. System Restore

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The Backup and Restore program allows you to back up files in Windows 7. Backup Status and Configuration is used in Windows Vista. NTBackup is used in Windows XP. System Restore is available on all three operating systems.

QUESTION 149
Which program in Windows 7 should not be used to backup data?

A. Backup Status and Configuration
B. Backup and Restore
C. Shadow Copy
D. NTBackup

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Shadow Copy should not be used to back up data. It should be used to restore data only in the chance that a real backup is not available. It is a last resort. Real backup programs should be used depending on the operating system you are working with. The Backup and Restore program allows you to back up files in Windows 7. Backup Status and Configuration is used in Windows Vista. NTBackup is used in Windows XP to back up files.

QUESTION 150
Which of the following is accomplished by defragging a disk?

A. File sectors are made contiguous.
B. The disk is checked for errors.
C. The MBR is rewritten.
D. The pagefile size is increased.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

When you defrag the disk, all the file sectors are straightened out and made contiguous. This makes the disk more efficient. CHKDSK or SFC checks a drive for errors. The pagefile can be increased by the user in the System Properties dialog box. The master boor record would be updated if the FIXMBR command were issued..

QUESTION 151
Which option starts the system with a minimal set of drivers?

A. Last Known Good Configuration
B. System Restore
C. Safe Mode
D. Debugging Mode

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Safe Mode starts the operating system with a minimal set of drivers.

QUESTION 152
Which tool should be used if a person wanted to do Startup Repair in Windows 7?

A. Recovery Console
B. WinRE
C. System Restore
D. Safe Mode

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
WinRE (System Recovery Options) includes Startup Repair. The Recovery Console is used by Windows XP. Safe Mode is part of the Advanced Boot Options menu, and System Restore is a different tool that is also available in WinRE and can be used in Windows XP as well.

QUESTION 153
What switch should be used to install the Recovery Console to a hard drive?

A. /recovery
B. /winnt32
C. /console
D. /cmdcons

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
/cmdcons is the switch (or option) that is added to the winnt32.exe command.

QUESTION 154
Which tool should be used to fix the NTLDR if it is missing or corrupt?

A. Safe Mode

B. bootrec /fixmbr
C. Recovery Console
D. WinRE

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The Recovery Console can be used to repair NTLDR if it is missing or corrupt. Safe Mode enables a user to boot into Windows with a minimal set of drivers, but this would be impossible if NTLDR is malfunctioning or nonexistent. Bootrec /fixmbr rewrites the master boot record in Windows 7/Vista. WinRE is the Windows Recovery Environment in Windows 7/Vista.

QUESTION 155
One of your customers went ahead and updated the software for a wireless adapter on a PC. After rebooting the user logs in and the computer displays a blue screen. What should you do?

A. Install the device on a known good computer.
B. Reboot the computer and use the Last Known Good Configuration.
C. Purchase a new wireless adapter.
D. Roll back the device drivers in Safe Mode.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
You should boot into Safe Mode and roll back the drivers of the device in the Device Manager. The drivers that the customer installed were probably corrupt and caused the Stop error. No need to remove the device and install it anywhere just yet. Last Known Good Configuration won't work because the user has already logged in. Never purchase new equipment until you have exhausted all other ideas!

QUESTION 156
Which log file in the Event Viewer contains information concerning auditing?

A. System
B. Application
C. Internet Explorer
D. Security

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The Security log contains information about auditing and other security events.

QUESTION 157
A Stop error could manifest itself as what?

A. A BSOD
B. An Event Viewer error
C. A Dr. Watson error
D. Internet Explorer error

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
A BSOD (Blue Screen of Death) is what results from a Stop error in Windows.

QUESTION 158
What can you not perform in Msconfig?

A. Enable services
B. Disable applications
C. Stop services
D. Enable applications

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Msconfig cannot start or stop services. However, it can enable/disable them and report on the status of those services. It can also enable/disable applications.

QUESTION 159
You try to install a program on a Windows 7 laptop but the installation fails. What should you do next?

A. Run the installer as an administrator.
B. Reinstall Windows 7.
C. Contact the manufacturer of the program.
D. Restore from an earlier restore point.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If a program won't install on Windows 7/Vista, try installing it as an administrator. Administrative privileges are usually needed to install programs to Windows. Afterward, you can check the compatibility center at the Microsoft website and attempt to install the program in compatibility mode. If all else fails, contact the manufacturer of the program for help. Restoring the computer and reinstalling should not be necessary in this scenario.

QUESTION 160
Which tool should you first use when troubleshooting software installation issues and application failures in Windows 7?

A. Task Manager
B. System Information
C. System Restore
D. Reliability Monitor

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The Reliability Monitor is the first of the listed tools you should use when troubleshooting software installs and application failures. You should also try running the install or program as an administrator, check compatibility, and use the Event Viewer to find out more about errors.

QUESTION 161
Which command can fix lost files?

A. Chkdsk
B. Diskpart
C. Chkdsk /R
D. FIXMBR

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Chkdsk /R verifies the integrity of a disk and can fix lost (or orphaned) files. Chkdsk checks the disk only.

QUESTION 162
Which Recovery Console command can decompress a file as it copies it to the hard drive?

A. Extract
B. Expand
C. Compress
D. Encrypt

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The expand command decompresses files that are compressed on the CD, such as ntoskrnl.ex_.

QUESTION 163
Which command can write a new boot sector and replace the bootmgr file in Windows 7/Vista?

A. bootrec /fixboot
B. bootrec /fixmbr
C. bootrec /rebuildbcd
D. bootrec /ScanOs

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Bootrec /fixboot replaces the bootmgr file and writes a new Windows 7/Vista compatible boot sector to the system partition.

QUESTION 164
An application is frozen and cannot be closed. However, the rest of the operating system works fine. Which tool can be used to close the application?

A. Tasklist

B. Taskkill
C. Shutdown
D. Convert

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Taskkill ends the underlying process of an application, closing the application. Tasklist is used to view which processes are running, their process IDs, and memory used by each. Shutdown is a command used to turn off the computer in a variety of ways. Convert is used to alter a FAT32 partition to NTFS.

QUESTION 165
A user set the resolution in Windows too high resulting in a scrambled distorted display.
What should you do?

A. Upgrade the video driver.
B. Boot into low resolution mode.
C. Boot into the recovery console.
D. Check the video connections.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Boot into a low-resolution mode. In Windows 7/Vista this is called Enable Low Resolution Mode, and in XP it is called Enable VGA Mode. Safe Mode is another valid option, but keep in mind that Safe Mode loads Windows with a minimal set of drivers, and you can't access the Internet if necessary.

QUESTION 166
You receive a computer that has a broken on-board DVI connector. What should you attempt first?

A. Replace the motherboard.
B. Replace the DVI connector.
C. Install a video card.
D. Use an adapter.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Try installing a video card first to see if the system will still work. Unless it is a specialized system, the video card should be less expensive than the motherboard. (Not to mention it will take a lot less time to install.) As PC techs we usually do not replace connectors, but it is a possibility, but farther down the list.
An adapter cannot help if the DVI port is broken.

QUESTION 167
You just replaced a video card in a PC with another card from a different manufacturer. However, the driver installation does not complete. What should you do first?

A. Install the driver again.
B. Locate the latest version of the driver.
C. Roll back the driver.

D. Install the original video card.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If the driver installation doesn't complete, you should roll back the driver. It could be that you have attempted to install the incorrect driver. After you roll back the faulty installation, go and find the correct latest version of the video driver from the manufacturer's website. Installing the driver again can most likely have the same result. Only re-install the original video card temporarily if you cannot find a proper solution right away.

QUESTION 168
A customer has a PC with a sound card that is emitting a red light out of one port. What is happening?

A. The sound card is about to fail.
B. The sound card is defective.
C. The optical cable is not connected to the sound card.
D. That is the normal sound card LED.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If a red light is emitting from the sound card's port, it is because there is no cable plugged into the optical port. There is not a LED on the back of a sound card, and the card is not about to fail, nor has it failed already.

QUESTION 169
A user complains that speakers are connected to the PC but are not playing audio. What should you do first?

A. Move the speaker cable to another jack on the sound card.
B. Move the speaker cable to the headphone jack on the optical drive.
C. Reinstall the sound drivers.
D. Install a new sound card.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The first thing you should check when there is no audio is if there is volume (and if the volume is muted). Then check if the speakers have power (if they are required to be plugged in.) But after that the best answer is to move the speaker to another jack (the correct jack) on the sound card. Only try reinstalling sound drivers or a new card after you have eliminated the basic culprits.

QUESTION 170
A user calls you with a complaint that none of his USB devices are working. What is the most probable cause?

A. The USB 3.0 controller has failed.
B. The root hub is not configured.
C. USB is disabled in the BIOS.
D. USB is disabled in Windows.

Correct Answer: C
Section: (none)

Explanation

Explanation/Reference:
If none of the USB devices are working, chances are that USB has been disabled in the BIOS. This might be company policy so that users can't access USB drives or boot the computer to one. If the USB 3.0 controller fails, the USB 2.0 controller should still be functioning for other ports. The USB root hub requires no configuring; it is auto-configured by Windows. Although it might be possible to disable one USB device at a time in Windows, it will be uncommon; disabling all the devices in Windows is rare.

QUESTION 171
You plug a USB device into the front panel port of a PC but nothing happens. What is the most likely cause?

A. The front panel connectors are not plugged into the motherboard.
B. You plugged a USB 3.0 device into a USB 2.0 port.
C. You need to reboot the computer.
D. You plugged a USB 2.0 device into a USB 3.0 port.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Most likely, the front panel connectors are not plugged into the motherboard. A USB 3.0 device will work fine in a USB 2.0 port but at the lower speed. A USB 2.0 device will work at USB 2.0 speed when plugged into a USB 3.0 port. Rebooting is usually not necessary when installing USB devices.

QUESTION 172
You just set up an HTPC. However, the Windows Media Center live TV option is not working. All connections are plugged in, and all the other portions of Windows Media Center work. What is the most likely cause of the problem?

A. The coax cable is plugged into the antenna port.
B. Media Center needs to be reinstalled.
C. Windows 7 libraries are malfunctioning.
D. The computer overheated.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
If everything is working except for the live TV option, then the coax cable is probably plugged into the antenna port instead of the cable in port of the TV tuner card. This is also a common mistake on set-top- boxes.

QUESTION 173
What window in Windows 7/Vista enables printer sharing?

A. Network Connections
B. Network and Sharing Center
C. Network
D. My Network Places

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The Network and Sharing Center in Windows 7/Vista is where printer sharing is enabled.

QUESTION 174
How can a paper jam be resolved? (Select all that apply.)

A. Clear the paper path.
B. Use the right type of paper.
C. Check for damaged rollers.
D. Check for a damaged primary corona wire.

Correct Answer: ABC
Section: (none)
Explanation

Explanation/Reference:
There are several possible reasons why a paper jam might occur. The paper could be stuck somewhere in the paper path, the paper could be too thick, or the rollers could be damaged.

QUESTION 175
What is a possible reason for having black lines on printouts?

A. Scratch on the laser printer drum
B. Damaged roller
C. Damaged transfer corona wire
D. Scratch on the fusing assembly

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
A scratch on the laser printer drum can account for black lines showing up on printouts. Another culprit can be a dirty primary corona wire.

QUESTION 176
On of your customers is connected to a standalone printer. The customer says there is an Out of Memory Error when printing large graphic files. What should you do?

A. Upgrade the hard drive on the computer.
B. Upgrade RAM on the printer.
C. Upgrade RAM on the computer.
D. Reinstall the printer drivers.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
You should upgrade the RAM on the printer. Large graphic files need a lot of memory to work with both on the PC and the printer. But if the PC can send the file to the printer, then it has enough RAM and hard drive space. Printer drivers will not cause an Out of Memory Error to display on the printer.

QUESTION 177
A user can receive e-mail but cannot send any. Which protocol is not configured properly?

A. POP3
B. FTP
C. SMTP
D. SNMP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
The Simple Mail Transfer Protocol (SMTP) is probably not configured properly. It deals with sending mail. POP3 receives mail. FTP sends files to remote computers. SNMP is used to manage networks.

QUESTION 178
Which of the following requires a Windows-created password to gain access to?

A. Workgroup
B. Client/Server
C. HomeGroup
D. Domain

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
HomeGroup connections require an alphanumeric password that was created by Windows automatically. Joining or creating a workgroup does not require a password. Client/server networks such as Microsoft domains require a username and password, but these are created by the administrator of the network or selected by the user.

QUESTION 179
You want to connect to a share on \\server1\data-share. What should you use to accomplish this?

A. HomeGroup.
B. Right-click the folder and select Share with.
C. Ipconfig.
D. Net use.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The net use command can connect to shares such as \\server1\data-share or any other share on the network. Of course, you could also do this by mapping a network drive in Windows Explorer. HomeGroup uses a more user-friendly approach to sharing and connecting to shares. Right clicking the folder and selecting Share with will share the folder but won't make a connection to the share. Ipconfig is used to find out the IP configuration of the network adapter in the Command Prompt.

QUESTION 180
Which tab of Internet Options would you go to if you wanted to configure a Proxy Server?

A. General
B. Security

C. Connections
D. Advanced

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
You would go to the Connections tab, and select the LAN settings button to configure a proxy server connection. The general tab has more generalized settings such as the default home page. The Security tab deals with security zones, ActiveX controls, and scripting. The Advanced tab has many settings that can adjust the browser and secure it.

QUESTION 181
Which command will ping continuously?

A. Ping /?
B. Ping t
C. Ping l
D. Ping n

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Ping t is a continuous ping. It can be stopped by pressing Ctrl+C. Ping /? will display the help file. Ping l allows you to specify the amount of bytes per ping. Ping n specifies the exact amount of pings to send.

QUESTION 182
Which command will show the path of routers between your computer and a web server?

A. Ping
B. Ipconfig
C. Tracert
D. NBTSTAT

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Tracert is used to run a trace between the local system and a remote destination. It shows all routers along the way. Ping is used to test connectivity to another system directly. Ipconfig will display the Internet Protocol configuration of the local computer. Nbtstat shows the name table cache and services running on the system.

QUESTION 183
You need to map a network drive to a share named data1 on a computer named Jupiter- Server. You want to use the J: drive letter. What syntax should you use if you were to do this in the Command Prompt?

A. net use J: \\Jupiter-Server\data1
B. net use J \Jupiter-Server\data1
C. net use Jupiter-Server\J\data1
D. net use J: \Jupiter-Server\data1

Correct Answer: A

Explanation/Reference:
You should use this syntax: net use J: \\Jupiter-Server\Data1. All other answers are incorrect. The UNC is \
\computername\sharename.

QUESTION 184
One computer loses connectivity. All connectors and settings appear to be correct. What tool should you use to fix the problem?

A. Multimeter
B. PSU tester
C. Loopback plug
D. Cable tester

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Use a patch cable tester to check the patch cable and possibly a continuity tester to test longer network cable runs. Multimeters are great for testing wires inside the computer or AC outlets but not for network troubleshooting. A PSU tester tests power supplies. The loopback plug will verify if the local computer's network adapter is functional.

QUESTION 185
One of your customers no longer has access to a frequently accessed website. You ping another computer and the router on the network successfully. What should you do next?

A. Check the IP configuration.
B. Ping the website.
C. Update the OS.
D. Update the AV software.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
This is the concept of pinging outward. Start by pinging the localhost, then a computer, and the router on the network. Then ping a domain name or website. If you can ping the website but the browser cannot get through, the browser might have been compromised. If you cannot ping the website, then you should check the IP configuration; the DNS server address might be incorrectly configured. Updating the OS and AV software should be done right away if you guess that the browser has been compromised.

QUESTION 186
A user moves a laptop from one office to another. The patch cable and the network adapter do not appear to be working properly at the new office. The cable is plugged in correctly and tests okay when checked with a patch tester. What should you do first?

A. Check if the port on the switch is enabled.
B. Update the network adapter driver.
C. Replace the patch cable with a crossover cable.
D. Make sure the network adapter is compatible with the OS.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Some routers and switches can disable physical ports (a smart security measure). Check that first. Later you can check if the network adapter is compatible with the OS and update it if necessary. Do not replace the cable with a crossover; those are used to connect one computer to another.

QUESTION 187
What type of malware is the abuse of electronic messaging systems?

A. Virus
B. Spyware
C. Spam
D. Worm

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Spam is the abuse of electronic messaging systems such as e-mail. Viruses and worms are code that run on a system, infecting its files. Spyware is malicious software downloaded from the Internet that spies on a user's web activities.

QUESTION 188
Which of the following are symptoms of viruses? (Select the three best answers.)

A. Computer runs slowly.
B. Computer locks up.
C. Excessive pop-up windows appear.
D. A strange website is displayed whenever a search is done.
E. Unusual error messages are displayed.

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:
Some symptoms of viruses are: computer running slowly, computer locking up, and unusual errors. Excessive popups and strange websites displaying after searches are symptoms of spyware.

QUESTION 189
Which of the following is the science of recognizing humans based on physical characteristics?

A. Mantraps
B. Biometrics
C. Tailgating
D. Something a person is

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

Biometrics is the science of recognizing humans based on physical characteristics. It falls into the category of "something a person is." Mantraps are areas of a building implemented to stop tailgating.

QUESTION 190
Which of the following is the best mode to use when scanning for viruses?

A. Safe Mode
B. Last Known Good Configuration
C. Command Prompt only
D. Boot into Windows normally

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Safe Mode should be used (if your AV software supports it) when scanning for viruses.

QUESTION 191
Which of the following is one way to prevent spyware?

A. Use firewall exceptions.
B. Adjust Internet Explorer security settings.
C. Adjust the Internet Explorer home page.
D. Remove the spyware from Add/Remove Programs.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Adjust the Internet Explorer security settings so that security is at a higher level, and add trusted and restricted websites.

QUESTION 192
One of your customers tells you that a bank employee called and asked for the person's bank balance and telephone number. What is this an example of?

A. Spam
B. Virus
C. Social Engineering
D. Trojan

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
A bank employee will never ask for this information. This is someone masquerading as a bank employee and is a type of social engineering known as phishing. (More to the point, vishing, because it was done by phone.) Spam is the abuse of e-mail. A virus infects files on a computer. Trojans are used to gain access to the computer system usually through back doors.

QUESTION 193
Which of the following is the strongest password?

A. ocrian#

B. Marqu1sD3S0d

C. This1sV#ryS3cure

D. Thisisverysecure

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Answer C incorporates case-sensitive letters, numbers, and special characters and is 16-characters long.

QUESTION 194
Which of these is a security component of Windows 7/Vista?

A. UAC

B. UPS

C. Gadgets

D. Control Panel

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
User Account Control (UAC) adds a layer of security to Windows 7/Vista to protect against malware and user error, and conserve resources.

QUESTION 195
A customer complains that while away at lunch someone used his computer to send e-mails to other co-workers without his knowledge. What should you recommend?

A. Enable a screensaver.

B. Unplug the network cable before leaving for lunch.

C. Use the Windows lock feature.

D. Enable the out-of-office message in e-mail when leaving for lunch.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Tell the customer to lock the computer (Windows+L or from the Start menu) before leaving for lunch. As long as there is a strong password, other co-workers should not be able to access the system. Screensavers by themselves do not secure the system, but a person can enable the password-protected screensaver feature, however there is a delay before the screen saver turns on. Unplugging the network cable is not a legitimate answer, plus it can always be plugged back in. The out-of-office message will reply only to people e-mailing the user, it won't stop outgoing e-mails.

QUESTION 196
Which of the following best describes encryption?

A. Prevents unauthorized users from viewing or reading data

B. Prevents unauthorized users from deleting data

C. Prevents unauthorized users from posing as the original source sending data

D. Prevents unauthorized users from decompressing files

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Encryption Prevents unauthorized users from viewing or reading data. Properly configured permissions prevents unauthorized users from deleting data or attempting to decompress files. A strong logon password will prevent unauthorized users from posing as the original source sending data.

QUESTION 197
You are the administrator for your network. You set up an administrative share called Data$. What is necessary for another user to access this share? (Select the two best answers.)

A. The user must be part of a HomeGroup.
B. The user must have permissions to access the share.
C. The user must know the decryption key.
D. The user must know the exact network path to the share.
E. The user must enable File Sharing in the Network and Sharing Center.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:
The user needs to have permissions to the share, and must know the exact path to the network share because it is an administrative share. HomeGroup does not play into this scenario. Also, the question does not mention if the file is encrypted. The user doesn't need to enable sharing, the person is trying to access a share.

QUESTION 198
Which of the following describes an attempt to guess a password by using a combination of letters and numbers?

A. Brute force
B. Social Engineering
C. WPS
D. War driving

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Brute force attacks use a combination of letters, numbers, and symbols to guess passwords, PINs, and passcodes. Social engineering is the attempt to manipulate people into giving confidential information. WPS stands for Wi-Fi Protected Setup; this uses a code that attackers might try to crack with a brute force attack. War driving is the act of attempting to intrude on wireless networks with a laptop from within a vehicle.

QUESTION 199
Which of the following will help to secure a SOHO router? (Select the three best answers.)

A. Change default passwords.
B. Enable SSID.
C. Enable MAC filtering.
D. Enable WPS.

E. Enable WPA2.

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:
Changing default passwords, enabling MAC filtering, and enabling WPA2 can all increase the security of a SOHO router. However, enabling the SSID makes it visible. And enabling WPS makes it easier to connect to but has security implications.

QUESTION 200
Which is the strongest form of wireless encryption?

A. WPA
B. WEP
C. AES
D. TKIP

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Advanced Encryption Standard (AES) is the strongest form of wireless encryption (given the listed answers.) WPA is a wireless encryption protocol that is not bad, but WPA2 is recommended. WEP and TKIP are deprecated, have been compromised, and should be avoided.

QUESTION 201
A user is having difficulty tapping on icons. What should you do to help the user? (Select the two best answers.)

A. Clean the display.
B. Tap the Home button.
C. Install a screen protector.
D. Initiate a soft reset.
E. Initiate a hard reset.

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
A dirty display can cause issues when trying to manipulate a multitouch screen. By cleaning it, the user might find that is it easier to use. A soft reset (turning the device off and on) can sometimes fix the problem as well. Tapping the Home button simply brings the person to the Home screen. Screen protectors are a good idea, but if installed incorrectly, they could actually be the reason that a user has issues tapping icons. After the screen is cleaned, a decent quality screen protector should be installed. Hard resets often initiate a complete wipe of the system. Use this only as a last resort.

QUESTION 202
Which of the following can aid a mobile user in finding the nearest coffee shop? (Select the best answer.)

A. Geotracking
B. iOS
C. GPS
D. GSM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
GPS is used to locate the mobile user. From that information, one of several programs can locate that all-important nearest coffee shop. Geotracking is the practice of tracking and recording the location of a mobile device. However, geotracking is done by organizations, whereas GPS is something installed to the mobile device. iOS is the operating system used by Apple mobile devices. GSM is a cellular standard.

QUESTION 203
A user wants to stop his tablet from shifting horizontally when he turns it. Which of the following should you enable?

A. Lock Rotation
B. Accelerometer
C. Gyroscope
D. Screen Calibration

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Enable Lock Rotation on Apple devices. On Android devices disable Auto-rotate. The Accelerometer is a term used by Apple to describe the hardware/software that controls the three axes of movement. The Gyroscope is another term used by Apple to describe the device that measures the additional three movements (pitch, roll, and yaw) of newer Apple devices. Screen calibration is used to reset the device that measures the three axes.

QUESTION 204
What kind of display would an iPad2 use?

A. CRT
B. Multitouch
C. Tap screen
D. Singletouch

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
iPad2 devices use multitouch screens, which allow more than one contact point. Cathode ray tube (CRT) is an older technology monitor used by desktop computers. You would "tap" the screen, but it is known as a touchscreen. Singletouch screens are an older technology; you won't see much of that in the field.

QUESTION 205
What type of CPU do mobile devices use?

A. Core i7
B. Phenom II
C. ARM
D. Pentium

Correct Answer: C

Explanation/Reference:
Most commonly, mobile devices use ARM (Advanced RISC Machine) CPUs. Core i7, Phenom II and the older Pentium are used by desktop and laptop computers.

QUESTION 206
Which OS is considered to be closed-source?

A. Android OS
B. Bluetooth
C. Linux
D. iOS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
The Apple iOS is a closed-source vendor specific operating system. Android is a type of Linux that is open-source. Bluetooth is a wireless standard, not an operating system.

QUESTION 207
What are a couple of differences between a tablet computer and a laptop? (Select the two best answers.)

A. Tablets have little or no field serviceable parts.
B. Tablets are upgradeable.
C. Laptops don't use touch screens.
D. Tablets use flash memory as the hard drive.
E. Tablets use RAM.

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:
Unlike laptops, tablets are not field-serviceable. They use flash memory instead of an SATA hard drive. Tablets are for the most part not upgradeable. Some laptops do come with touchscreens. Both tablets and laptops use RAM.

QUESTION 208
Which of the following connections requires a username, password, and SMTP server? (Select the two best answers.)

A. Bluetooth connection
B. Wi-Fi connection
C. POP3 connection
D. Exchange connection
E. IMAP connection

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:
POP3 and IMAP e-mail connections require an incoming mail server (either POP3 or IMAP), and an outgoing mail server (SMTP.) Bluetooth and Wi-Fi connections do not require a username or SMTP server. Exchange connections require a username and password, but no SMTP server. The Exchange server acts as the incoming and outgoing mail server.

QUESTION 209
What is the most common connection method when synchronizing data from a mobile device to a PC?

A. Wi-Fi
B. Bluetooth
C. USB
D. FireWire

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
USB is the most common connection method used when synchronizing data from a mobile device to a PC. Though Wi-Fi and Bluetooth are also possible, they are less common. Few mobile devices have FireWire connections.

QUESTION 210
Which technology would you use if you want to connect a headset to your mobile phone?

A. Bluetooth
B. GSM
C. Wi-Fi
D. Exchange

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
The Bluetooth standard is used to connect a headset and other similar devices over short range to a mobile device. GSM is used to make voice calls over cellular networks. Wi-Fi is used to connect mobile devices to the Internet. Exchange is a Microsoft E-mail server; some mobile devices have the capability to connect to e-mail accounts stored on an Exchange server.

QUESTION 211
Which of the following allows other mobile devices to share your mobile device's Internet connection?

A. Internet pass-through
B. Locator application
C. IMAP
D. Wi-Fi tethering

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Wi-Fi tethering allows a mobile device to share its Internet connection with other Wi-Fi capable devices. Internet pass-through is when the mobile device connects to a PC to share the PC's Internet connection.

Locator applications are used to find lost or stolen mobile devices through GPS. IMAP is another e-mail protocol similar to POP3.

QUESTION 212
You want to prevent a person from accessing your phone while you step away from your desk. What should you do?

A. Implement remote backup.
B. Set up a remote wipe program.
C. Configure a screen lock.
D. Install a locator application.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
You should configure a screen lock: either a pattern drawn on the screen, a PIN, or a password. Remote backup, remote wipe, and locator applications will not prevent a person from accessing the phone.

QUESTION 213
What do third-party apps such as Find iPhone rely on?

A. Passcode
B. Google Apps Device Policy
C. Bluetooth
D. GPS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Third-party locator apps such as Find iPhone and Where's my Droid rely on GPS to locate the device. Passcodes are used to prevent unauthorized users from accessing the mobile device. Google Apps Device Policy can initiate a remote wipe on a mobile device. Bluetooth is used so the mobile device can communicate with other devices over short range.

QUESTION 214
Which of the following can be described as removing limitations on iOS?

A. Rooting
B. Jailbreaking
C. Geotracking
D. AV software

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Jailbreaking is the process of removing the limitations of an iOS-based device so that the user gets superuser abilities. Rooting is a similar technique used on Android mobile devices. Geotracking is the practice of tracking a device over time. AV software is antivirus software, used to combat malware.

QUESTION 215

An application won't close on an Android smartphone. You've tried to Force Stop it to no avail. What should you do?

A. Hard reset the device.
B. Stop the service in Running Services.
C. Soft reset the device.
D. Bring the device to an authorized service center.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
If you've already tried to stop the application within Running Services, attempt a soft reset. Pull the battery if the application is frozen. Hard resets on Android devices should be used only as a last resort as they will return the device to factory condition--wiping all the data. The question said that the application won't close, not a service, though you could try finding an underlying service that might be the culprit. But try resetting the device before doing this or bringing it to an authorized service center.

QUESTION 216
Your organization is concerned about a scenario where a mobile device with confidential data is stolen. What should you recommend first? (Select the best answer.)

A. Remote backup application
B. Remote wipe program
C. Passcode locks
D. Locator application

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
The remote wipe application is the most important one listed. This will prevent a thief from accessing the data on the device. Afterward, you might recommend a backup program (in case the data needs to be wiped), as well as passcode locks and a locator application.

QUESTION 217
You are concerned with the possibility of jailbreaks on your organization's iPhones, and viruses on the Android-based devices. What should you implement?

A. AV software
B. Firewall
C. Mobile Device Management
D. Device reset

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
You should implement antivirus (AV) software. This can protect against viruses and other malware as well as jailbreaks on Apple devices. As of the writing of this book, firewalls for mobile devices are not common, but that could change in the future. Mobile Device Management (MDM) is software that runs at a central computer enabling a user to configure and monitor multiple mobile devices. Device resets are used to restart the mobile device, or to reset it to factor condition depending on the type of reset, and the manufacturer of the device.